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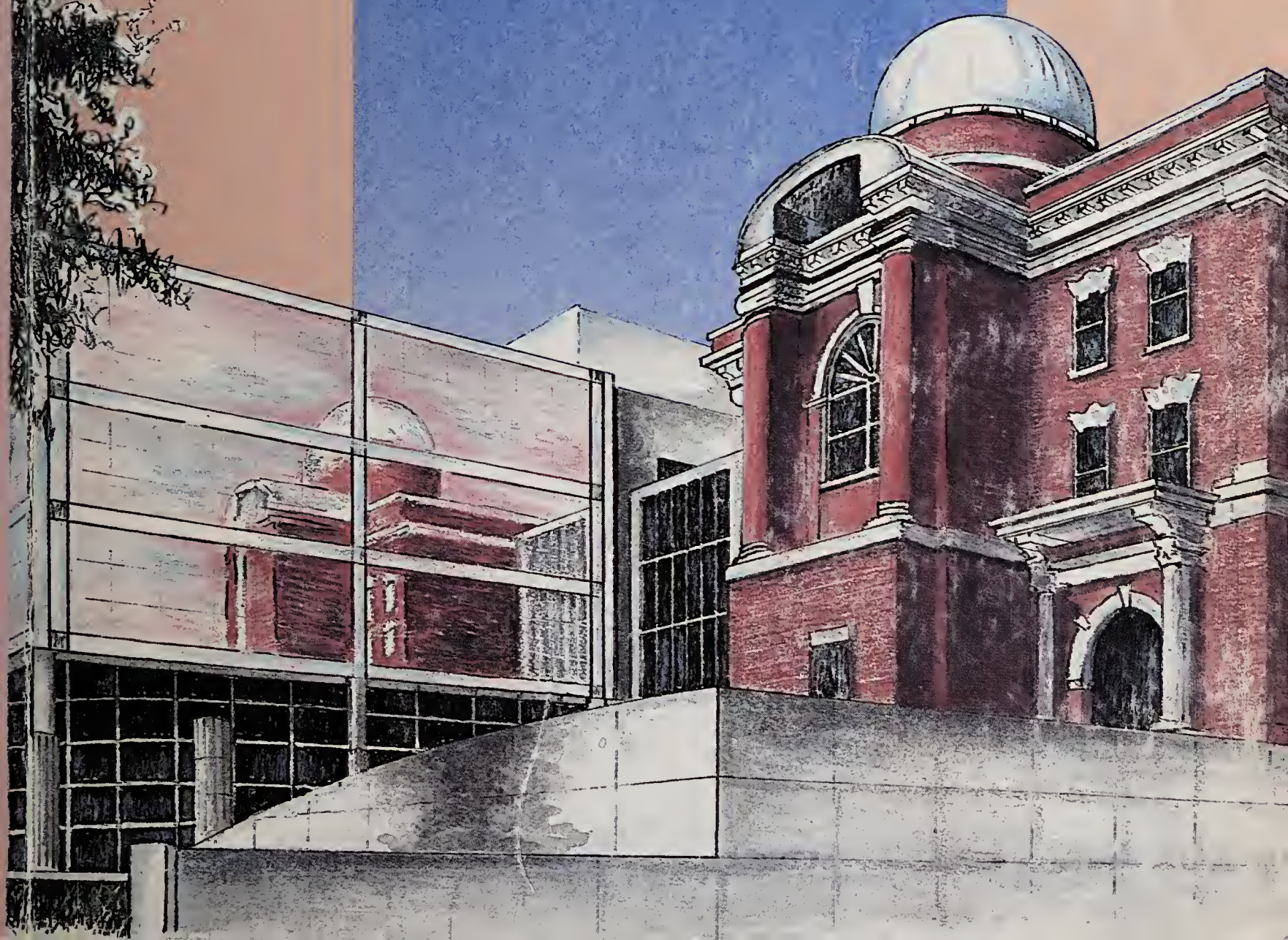
Government of Ontario

# KWIC INDEX TO SERVICES 1990-91



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## User Questionnaire

1. Are you employed by the Ontario government ☐
   federal government ☐
   municipal government ☐
   private sector ☐
   other, specify _____

2. Do you work in an inquiry services area ? ☐ yes ☐ no

3. Do you use the KWIC Index To Services in performing your job ?
   ☐ yes ☐ no

4. How often do you use the KWIC Index To Services ?
   ☐ everyday ☐ once a week ☐ once a month ☐ rarely

5. How effective is the KWIC Index To Services in providing or referring you to the required information ?
   ☐ always ☐ often ☐ sometimes ☐ rarely

6. How can we make the KWIC Index To Services more useful to you ?

_____

_____

_____

_____

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**Note:** To avoid postage, your completed questionnaire may be dropped off at any Ontario government office where it will be forwarded to:

Ministry of Government Services
Databases and Directories Unit
7th Floor, Ferguson Block
77 Wellesley Street West
Toronto, Ontario
M7A 1N3

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Your completed questionnaire from page i may be dropped off at any Ontario government office, where it will be forwarded free of charge to the below address.

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Ministry of Government Services
Databases and Directories Unit
7th Floor, Ferguson Block
77 Wellesley Street West
Toronto, Ontario.
M7A 1N3

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Ontario

MGS

Ministry of
Government
Services

# KWIC INDEX TO SERVICES

1990/1991

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The Key Word Index section is easily identified by the vertical gray bar running along the edge of each page.

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**The information in this book is valid to November 15, 1990**

## How To Use The KWIC Index To Services

1. From the alphabetical list of key words in the KEY WORD INDEX, select the key word which most closely relates to the information you require.

   NOTE: The keyword index pages are easily visible by the vertical, gray bar shown along the outside edge of each page.

2. A ministry code and page number are printed to the right of each key word entry. Turn to the indicated page to find the required information printed immediately under the ministry code.

3. The following example illustrates how you would obtain information about the Ontario government role in the inspection of raw milk.

| Key Words | Ministry Code | Page |
|---|---|---|
| **dairy** | | |
| products and farms, inspection | AG & FOOD 26 | 227 |
| products, manufacturers, training | AG & FOOD 20 | 224 |
| *see also milk* | | |
| **Dairy Inspection Br** | | |
| Financial Protection Unit | AG & FOOD 27 | 227 |
| Min of Agriculture and Food | AG & FOOD 26 | 227 |
| **milk** | | |
| inspection | AG & FOOD 26 | 227 |
| marketing | AG & FOOD 44 | 232 |
| *see also dairy* | | |

4. In the above example information on milk inspection was obtained by selecting the key word "milk" and turning to page 227 of the ministry section. Note that listed under this key word is a *"see also"* or cross-reference to the key word "dairy". Cross-references are always noted in *italic* print.

5. Key words beginning with upper case or capital letters denote actual program names such as Dairy Inspection Br (see above example).

## KWIC Index, Répertoire And Government Telephone Directory

- The KWIC (Key Word In Context) INDEX TO SERVICES is prepared by the Information Services Branch, Databases and Directories unit of the Ministry of Government Services. It is designed to provide you with "key word" access to the descriptions of branches, programs and agencies of the Ontario government, and to offices which provide the service.

  If you have comments or suggestions about the KWIC Index, you may contact your KWIC Index coordinator, (see page vii) or complete the questionnaire on page i and send it to the address shown.

The KWIC INDEX is revised annually. If you want to be informed of its release, please clip and mail this form to:

Ministry of Government Services
Information Services Branch
Databases and Directories Unit
77 Wellesley Street West
Ferguson Block, 7th Floor
Queen's Park, Toronto
M7A 1N3

I would like to be notified when the next edition of the KWIC INDEX TO SERVICES is issued.

Name: _____

Address: _____

_____

_____ Postal Code: _____

- RÉPERTOIRE DES SERVICES OFFERTS AU PUBLIC is a French-language directory of Ontario government services available to the public.
- The GOVERNMENT OF ONTARIO TELEPHONE DIRECTORY, a companion reference to the KWIC INDEX is organized by ministry, division, branch or agency, and includes the names and telephone numbers of key people. It also contains an alphabetical, cross-referenced listing of employees and their telephone numbers.
- **For information on how to obtain government publications see page viii.**

## KWIC Index Coordinators

In each ministry, an appointed coordinator is responsible for:

- coordinating the preparation of all service descriptions published in the KWIC Index, and/or
- coordinating the orders and distributions of the KWIC Index.

| Ministry | Name | Phone |
|---|---|---|
| Cabinet Office | Deana Kehinde | 965-1946 |
| Management Board of Cabinet | Deo Simao | 327-2110 |
| Human Resources Secretariat | Art Linton | 965-9463 |
| Legislative Assembly | Karyn Leonard | 965-4028 |
| Agriculture and Food | Nigel Atkin | 326-3031 |
| Attorney General | Carmen Buck | 326-4080 |
| Citizenship | May Lee Chan | 324-7061 |
| Colleges and Universities | Donna Papayanis | 963-1443 |
| Community and Social Services | Frank Fecteau | 965-7252 |
| Consumer and Commercial Relations | Bea Lorion | 326-8764 |
| Correctional Services | Louise Thompson | 326-5010 |
| Culture and Communications | May Lee Chan | 324-7061 |
| Education | Ian Henderson | 965-0944 |
| Energy | Goldie Spencer | 965-4070 |
| Environment | Stephen Graham | 323-4341 |
| Financial Institutions | Wayne Goodyear | 326-9050 |
| Francophone Affairs | Michelle Leroux | 965-3865 |
| Government Services | Maria Mikelenas-McLoughlin | 965-6606 |
| Health | Helen Greig | 963-1065 |
| Housing | Ruth Esdelle | 585-7041 |
| Industry, Trade and Technology | Art Hethrington | 965-5466 |
| Intergovernmental Affairs | Vickie Coste | 965-4706 |
| Labour | Rick Toolsee | 326-7066 |
| Workers' Compensation Board | Lorne Coe | 927-3503 |
| Municipal Affairs | Ruth Esdelle | 585-7041 |
| Native Affairs | Nick Dybenko | 326-4748 |
| Natural Resources | Jean Ann Michalchuk | 965-2711 |
| Northern Development and Mines | Alic Vitoria (SUDBURY) | 670-7052 |
| Revenue | Dianne Kidd (OSHAWA) | 433-5419 |
| Skills Development | Irene Wong | 967-8408 |
| Solicitor General | Edwin Naron | 965-9269 |
| Tourism and Recreation | Larry Hill | 963-2355 |
| Transportation | Doug Cowan | 235-4867 |
| Treasury and Economics | Des Brown | 965-1643 |
| Women's Issues | Penny Finneron | 597-4612 |
| | Lydia Oleksyn | 326-1842 |

## Access To Ontario Government Publications

Prepayment required. Make cheques and money orders payable to the Treasurer of Ontario. MasterCard and Visa accepted for priced publications.

### PHONE ORDERS

| | | |
|---|---|---|
| **Toronto** | 326-5300 | **Other Ontario Communities**<br>1-800-668-9938 |
| **Ottawa** | 238-3630 | Other Communities in the 613 Area Code may call Zenith Ontario |

### MAIL ORDERS

Publications Ontario
5th Floor, 880 Bay Street
Toronto, Ontario M7A 1N8

Access Ontario
50 Rideau Street
Ottawa, Ontario K1N 9J7

### TDD ORDERS

| | | |
|---|---|---|
| **Toronto** | 965-5130 | **Other Ontario Communities** |
| **Ottawa** | 787-4043 | 1-800-268-7095 |

TDD assistance is available through the Bell Relay Service

TDD/TTY 1-800-267-6511 Telephone 1-800-267-6600

### PERSONAL SHOPPING

| | | | |
|---|---|---|---|
| **Toronto** | Publications Ontario<br>880 Bay Street (2 blocks north of College Street) | M, T, W, TH & F | 9 to 5 P.M. |
| **Ottawa** | Access Ontario<br>Rideau Centre Mall | M, T & W | 9 to 6 P.M. |
| | | TH & F | 9 to 9 P.M. |
| | | S | 9:30 to 6 P.M. |
| | Renouf Publishing Company<br>61 Sparks Street | M, T, W & TH | 9 to 5:30 P.M. |
| | | F | 9 to 6 P.M. |
| | | S | 10 to 5 P.M. |
| **Windsor** | Windsor Public Library Bookstore<br>850 Quellette Avenue | M, T, W & TH | 9 to 6 P.M. |
| | | F & S | 9 to 5 P.M. |

NOTE: Ontario public servants requiring additional copies of the KWIC Index should contact their coordinator listed on page vii.

## Where To Get More Information

Refer to the

# BLUE PAGES

of your

# PUBLIC TELEPHONE DIRECTORY

for phone numbers of

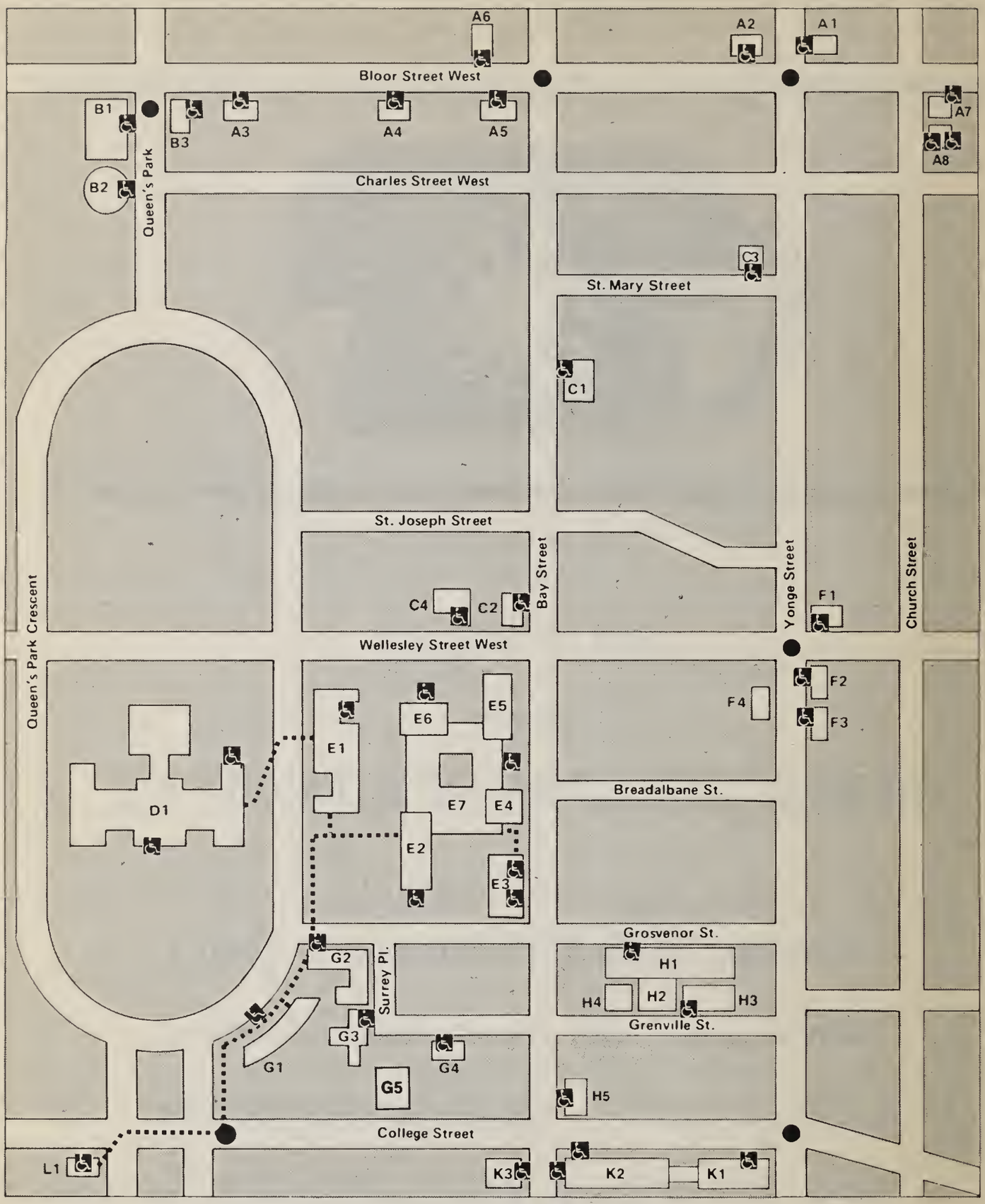
- **Federal** GOVERNMENT OF CANADA
- **Provincial** GOVERNMENT OF ONTARIO
- **Municipal** MUNICIPAL GOVERNMENTS

# SERVICES

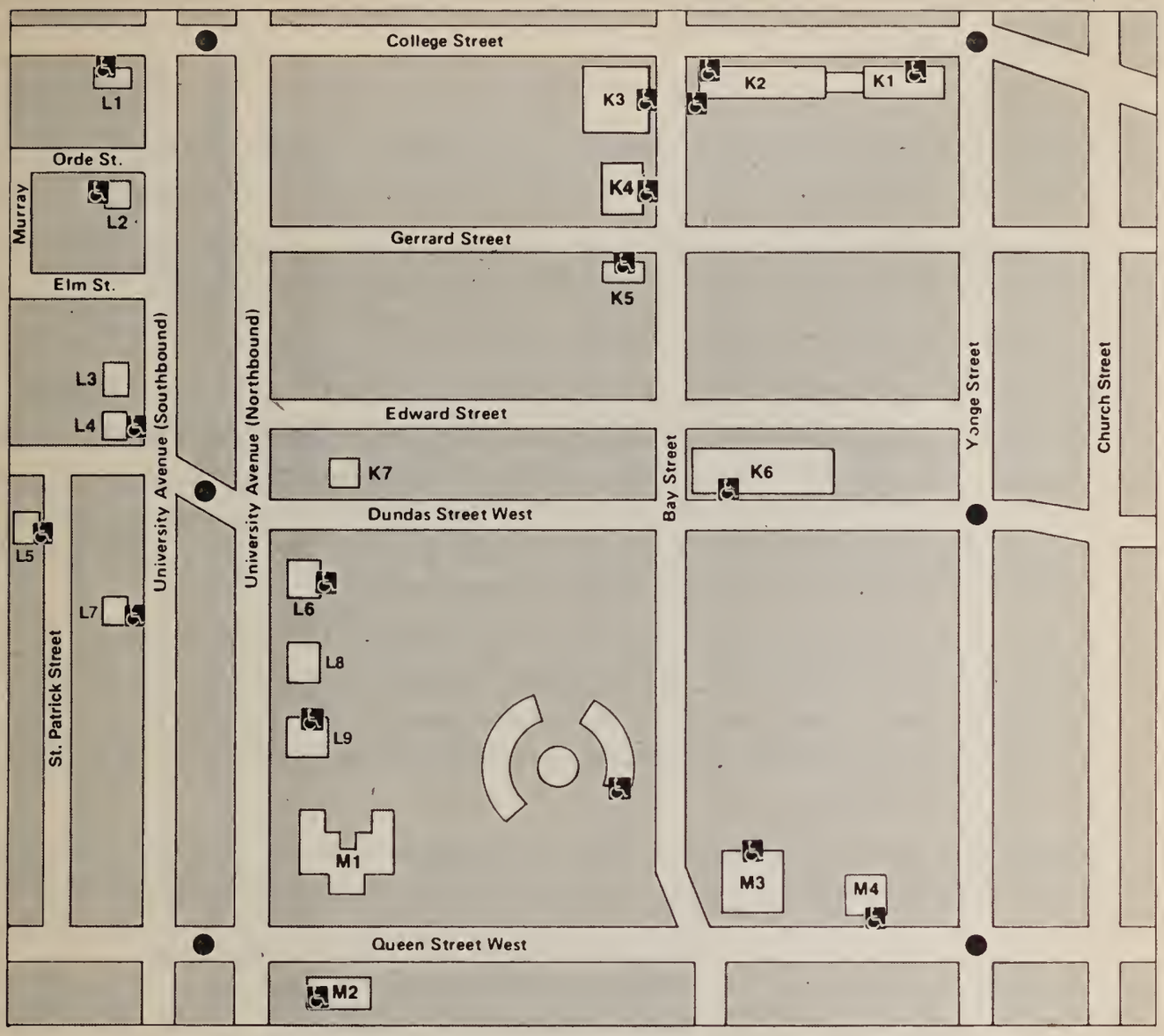
available to you in your

## LOCAL DIALING AREA

# QUEEN'S PARK AREA MAP



# QUEEN'S PARK AREA MAP




**Queen's Park and Vicinity** **Key** ● **Subway** **Wheelchair Access** ▪▪▪▪▪▪▪ **Tunnel (Entrance from first basement)**

## LEGEND

**A1** — 2 Bloor St. E.
**A2** — 2 Bloor St. W.
**A3** — 151 Bloor St. W.
**A4** — 101 Bloor St. W.
**A5** — 77 Bloor St. W.
**A6** — 80 Bloor St. W.
**A7** — 175 Bloor St. E.
**A8** — 625 Church St.
**B1** — 100 Queen's Park (Royal Ontario Museum)
**B2** — 100 Queen's Park (Planetarium)
**B3** — 125 Queen's Park (Q.P. Entrance) (Ombudsman Office)
— 157 Bloor St. W.
— (Bloor St. Entrance) (Public Complaints Commission)
**C1** — 1075 Bay St. (The Citadel)
**C2** — 56 Wellesley St. W. (Suncor)
**C3** — 10 St. Mary St.
**C4** — 62 Wellesley St. W.
**D1** — 111 Wellesley St. W. (Legislative Building)
**E1** — 99 Wellesley St. W. (Whitney Block)
**E2** — 80 Grosvenor St. (Hepburn Block)
**E3** — 880 Bay St.
— 50 Grosvenor St.
**E4** — 900 Bay St. (Mowat Block)
**E5** — 900 Bay St. (Hearst Block)
**E6** — 77 Wellesley St. W. (Ferguson Block)
**E7** — 900 Bay St. (Macdonald Block)
**F1** — 10 Wellesley St. E.
**F2** — 555 Yonge St.
**F3** — 543 Yonge St.
**F4** — 558 Yonge St.
**G1** — 7 Queen's Park Cr. (Frost Building South)
**G2** — 95 Grosvenor St. (Frost Building North)
**G3** — 2 Surrey Place
**G4** — 77 Grenville St. (Archives of Ontario)
**G5** — 76 College St.
**H1** — 25 Grosvenor St. (George Drew)
**H2** — 26 Grenville St.
— (Coroner's Office)
**H3** — 18 Grenville St. (Q.P. Credit Union)
**H4** — 34 Grenville St.
**H5** — 801 Bay St.
**K1** — 444 Yonge St. (Provincial and Small Claims Courts)
**K2** — 777 Bay Street (College Park)
**K3** — 790 Bay St.
**K4** — 720 Bay St. (Attorney General)
**K5** — 700 Bay Street (Lucliff Place)
**K6** — Atrium on Bay
**K7** — 180 Dundas St. W.
**L1** — 700 University Ave. (Ont. Hydro)
**L2** — 620 University Ave. (Old Hydro Bldg.)
**L3** — 500 University Ave.
**L4** — 480 University Ave.
**L5** — 132 St. Patrick St.
**L6** — 439 University Ave.
**L7** — 400 University Ave. (Travelers Tower)
**L8** — 393 University Ave.
**L9** — 361 University Ave. (Court House)
**M1** — 130 Queen St. W. (Osgoode Hall)
**M2** — 145 Queen St. W.
**M3** — 60 Queen St. W. (Old City Hall)
**M4** — 20 Queen St. W.

## How Ontario Government Employees Can Recycle Outdated KWIC Indexes

Due to your efforts this past summer, approximately 18,000 obsolete directories were collected for recycling into flower pots and furniture packaging.

This represents close to one third of all books (KWIC Indexes and Government Telephone Directories) used within Ontario government offices.

Congratulations!

Please recycle your old KWIC Indexes by sending them, in bulk, to YOUR OWN MINISTRY MAILROOM through the intergovernmental mail system. Remove any page markers from the books, and, if possible, transport them in the same boxes in which the new books arrived. The books will be centrally collected in the mailrooms. Arrangements will then be made through the Waste Management Program for pickup from each Ministry's mailroom.

If your office is located in QUEEN'S PARK OR ANY OTHER ONTARIO GOVERNMENT OWNED BUILDING in Metro Toronto, please drop your old books into your white newspaper saver bin conveniently located in common areas. The recycler will sort out the books for collection. Watch for the applicable posters in your building.

Should you not have access to either of the above systems, you can send your books in the original container, clearly marked "FOR RECYCLING" to,

Government KWIC Index Recycling
Ministry of Government Services
Government Mail Service
Room 2B-18, Macdonald Block
900 Bay Street
Toronto, Ontario
M7A 1N3

ONLY BOOKS RECEIVED BEFORE FEBRUARY 28, 1991 WILL BE ACCEPTED.

Thank you for protecting our environment by supporting this effort. In order to further increase the recycling potential of this directory, we have discontinued the use of colored paper in favor of white paper throughout this book.

**FOR FURTHER RECYCLING INFORMATION, CALL OUR RECYCLING HOTLINE AT (416) 324-3777.**

For other inquiries regarding the KWIC Index information, please phone your KWIC Index coordinator (refer to page vii for telephone number).

## Ministry Codes

For the purpose of this directory, each ministry is identified by a short form or ministry code. Following is the complete list of ministry codes referred to in the KWIC Index:

| | |
|---|---|
| Agriculture and Food | AG & FOOD |
| Anti-Drug Strategy | ADS |
| Attorney General | ATT GEN |
| Citizenship | CITIZENSHIP |
| Colleges and Universities | MCU |
| Community and Social Services | COMSOC |
| Consumer and Commercial Relations | CCR |
| Correctional Services | CORRECTIONS |
| Culture and Communications | MCC |
| Education | EDUC |
| Energy | ENERGY |
| Environment | MOE |
| Financial Institutions | MFI |
| Francophone Affairs | FRANC AFF |
| Government Services | MGS |
| Greater Toronto Area | GTA |
| Health | HEALTH |
| Housing | HOUSING |
| Industry, Trade and Technology | MITT |
| Intergovernmental Affairs | MIA |
| Labour | LABOUR |
| Legislative Assembly | LEGISLATIVE |
| Management Board of Cabinet | MBC |
| Municipal Affairs | MUN AFF |
| Native Affairs | NAT AFF |
| Natural Resources | MNR |
| Northern Development and Mines | NDM |
| Ontario Government | CABINET |
| Revenue | REVENUE |
| Skills Development | SKILLS |
| Solicitor General | SOL GEN |
| Tourism and Recreation | MTR |
| Transportation | MTO |
| Treasury and Economics | TREASURY |
| Women's Issues | WOMEN |

| Key Words | Ministry Code | Page |
|---|---|---|
| **aboriginal, Native peoples, policy development** | NAT AFF 1 | 557 |
| *abuse, SEE assaults* | | |
| **Access and Inquiry Services** | MGS 23 | 437 |
| **Access Fund** | | |
| renovations, community facilities, promote access, disabled, seniors | CITIZENSHIP 10 | 282 |
| **Access Ontario** | | |
| Ontario Government, inquiry service, souvenirs, publications, Ottawa | MGS 23 | 437 |
| **Access Roads Section** | MNR 17 | 566 |
| **accidents** | | |
| amusement devices, elevating devices, investigation, data bank | CCR 25 | 329 |
| boilers, pressure vessels, investigation | CCR 24 | 329 |
| construction, investigation | LABOUR 21 | 534 |
| highway, government vehicles, insurance claims versus Crown | MTO 4 | 674 |
| industry, investigation | LABOUR 22 | 536 |
| information file | MTO 8 | 675 |
| mines, pits and quarries, investigation | LABOUR 25 | 539 |
| motor vehicles, investigation, causation | SOL GEN 45 | 645 |
| motor vehicles, victims, uninsured, compensation | MFI 10 | 427 |
| steam, refrigeration, compression plants, investigation | CCR 24 | 329 |
| vehicles, victims, rescue, equipment, grants | SOL GEN 18 | 635 |
| **accommodation** | | |
| blind persons, rights | ATT GEN 18 | 240 |
| building maintenance, repair, Legislative Assembly | LEGISLATIVE 11 | 207 |
| courts, office planning | ATT GEN 27 | 244 |
| government, contracts | MGS 41 | 446 |
| government, leased, acquisition | MGS 39 | 443 |
| government, planning, consultation, policies, standards | MGS 37 | 443 |
| government, property management | MGS 39 | 443 |
| identification, requirements, program development | MGS 38 | 443 |
| loans, hostels | HOUSING 18 | 495 |
| loans, rental housing units, disabled persons | HOUSING 18 | 495 |
| loans, rental housing units, single-family homes | HOUSING 18 | 495 |
| placement, coordination, care, long term | HEALTH 12 | 454 |
| public, human rights, promotion | CITIZENSHIP 12 | 284 |
| tourist, establishments, licences | MTR 24 | 667 |
| tourist, information, publications | MTR 18 | 664 |
| *see also housing* | | |
| **Accommodation and Building Services** | LEGISLATIVE 11 | 207 |
| **Accommodation Management Information System (AMIS)** | MGS 36 | 442 |
| **Accommodation Services Br** | SOL GEN 8 | 630 |

| Key Words | Ministry Code | Page |
|---|---|---|
| **Accountant of the Supreme Court of Ontario** | ATT GEN 16 | **240** |
| **Accounting Br** | | |
| Cabinet Office (TREASURY, Finance & Management Services Br) | TREASURY 6 | **702** |
| Civil Service Commission (TREASURY, Finance & Management Services Br) | TREASURY 6 | **702** |
| Human Resources Secretariat (TREASURY, Finance & Management Services) | TREASURY 6 | **702** |
| Legislative Offices (Finance Br) | LEGISLATIVE 16 | **208** |
| Management Board Secretariat (TREASURY, Finance & Management Services) | TREASURY 6 | **702** |
| Min of Agriculture and Food (Financial and Support Services Br) | AG & FOOD 32 | **229** |
| Min of Citizenship (MCC, Finance Br) | MCC 7 | **366** |
| Min of Colleges & Universities (EDUC, Financial Services Br) | EDUC 20 | **389** |
| Min of Community and Social Services (Financial Services Br) | COMSOC 41 | **317** |
| Min of Consumer and Commercial Relations (Finance Section) | CCR 7 | **322** |
| Min of Correctional Services (Finance & Admin Services Br) | CORRECTIONS 10 | **347** |
| Min of Culture and Communications (Finance Br) | MCC 7 | **366** |
| Min of Education (Financial Services Br) | EDUC 20 | **389** |
| Min of Energy (TREASURY, Finance & Management Services Br) | TREASURY 6 | **702** |
| Min of Financial Institutions (CCR, Finance Section) | CCR 7 | **322** |
| Min of Government Services (Finance and Office Services Br) | MGS 5 | **432** |
| Min of Health (Finance and Accounting Br) | HEALTH 54 | **476** |
| Min of Housing (Financial Services Br) | HOUSING 35 | **503** |
| Min of Industry, Trade and Technology (Finance and Administration Br) | MITT 23 | **515** |
| Min of Intergov't Affairs (TREASURY, Finance & Management Services Br) | TREASURY 6 | **702** |
| Min of Labour (Financial Management & Analysis Br) | LABOUR 13 | **531** |
| Min of Municipal Affairs (Financial Services Br) | MUN AFF 5 | **549** |
| Min of Natural Resources (Financial Resources Br) | MNR 8 | **560** |
| Min of Northern Development and Mines (Financial Services Br) | NDM 6 | **594** |
| Min of Revenue (Administrative & Financial Services Br) | REVENUE 28 | **618** |
| Min of Skills Development (Financial Services) | SKILLS 5 | **623** |
| Min of the Attorney General (Financial & Administrative Services Br) | ATT GEN 17 | **240** |
| Min of the Environment (Financial and Capital Management Br) | MOE 8 | **403** |
| Min of the Solicitor General (Financial & Administrative Services Br) | SOL GEN 6 | **629** |
| Min of Transportation (Financial Planning & Admin Br) | MTO 9 | **675** |

| Key Words | Ministry Code | Page |
|---|---|---|
| Min of Treasury and Economics (Finance & Management Services Br) | TREASURY 6 | 702 |
| Office of Francophone Affairs (TREASURY, Finance & Mgmt Services Br) | TREASURY 6 | 702 |
| Office of the Premier (TREASURY, Finance & Management Services Br) | TREASURY 6 | 702 |
| Ontario Energy Board (TREASURY, Finance & Management Services Br) | TREASURY 6 | 702 |
| **accounting, government, coordination** | TREASURY 12 | 704 |
| **acid rain** | | |
| Acidic Precipitation in Ontario Study | MOE 18 | 405 |
| desposition monitoring program | MOE 22 | 406 |
| effects, aquatic environment, assessment | MOE 33 | 409 |
| research, terrestrial systems | MOE 25 | 407 |
| **Acidic Precipitation in Ontario Study (APIOS)** | MOE 18 | 405 |
| *acts, SEE legislation* | | |
| **Addiction Research Foundation** | HEALTH 61 | 481 |
| **Administration and Records Services Section** | MOE 46 | 414 |
| **Administration Section, OPP** | SOL GEN 42 | 645 |
| **Administrative Services Br** | | |
| Approvals Br, Administration and Records Services Section | MOE 46 | 414 |
| Legislative Offices (Supply and Services Br) | LEGISLATIVE 18 | 209 |
| Min of Agriculture and Food (Financial and Support Services Br) | AG & FOOD 32 | 229 |
| Min of Citizenship (MCC, Info Technology & Admin Services) | MCC 5 | 365 |
| Min of Colleges & Universities | EDUC 21 | 389 |
| Min of Community and Social Services (Capital & Admin Serv Br) | COMSOC 40 | 316 |
| Min of Consumer and Commercial Relations (Admin Services Section) | CCR 8 | 322 |
| Min of Correctional Services (Finance & Admin Services Br) | CORRECTIONS 10 | 347 |
| Min of Culture and Communications (Info Technology & Admin Services) | MCC 5 | 365 |
| Min of Education | EDUC 21 | 389 |
| Min of Financial Institutions (CCR, Admin Services Section) | CCR 8 | 322 |
| Min of Government Services (Finance and Office Services Br) | MGS 5 | 432 |
| Min of Health (Supply and Services Br) | HEALTH 56 | 477 |
| Min of Housing | HOUSING 33 | 503 |
| Min of Industry, Trade and Technology (Finance and Administration Br) | MITT 23 | 515 |
| Min of Labour (Administrative Operations Br) | LABOUR 14 | 531 |
| Min of Municipal Affairs (Facilities and Services) | MUN AFF 6 | 549 |

| Key Words | Ministry Code | Page |
|---|---|---|
| Min of Natural Resources Br (Administrative Management Br) | MNR 7 | 560 |
| Min of Northern Development and Mines (Info Technology & Office Serv) | NDM 8 | 595 |
| Min of Revenue (Administrative & Financial Services Br) | REVENUE 28 | 618 |
| Min of Skills Development | SKILLS 3 | 622 |
| Min of the Environment | MOE 10 | 403 |
| Min of the Solicitor General (Financial & Administrative Services Br) | SOL GEN 6 | 629 |
| Min of the Solicitor General (Fire Marshal's Office) | SOL GEN 14 | 631 |
| Min of Tourism and Recreation (Finance and Administration Br) | MTR 6 | 660 |
| Min of Transportation (Supply & Services Br) | MTO 13 | 677 |
| Min of Treasury and Economics (Supply and Office Services Br) | TREASURY 7 | 703 |
| Ontario Women's Directorate (Corporate Services Br) | WOMEN 6 | 709 |
| Operations, Regional (Administrative Services) | MTO 54 | 691 |
| Water Resources Br, Administrative and Data Services Section | MOE 32 | 409 |
| **adoption** | | |
| children, family courts | ATT GEN 40 | 249 |
| disclosure registry | COMSOC 17 | 309 |
| records | CCR 37 | 340 |
| **Adoption Disclosure Register** | COMSOC 17 | 309 |
| **ADP (Assistive Devices Program)** | HEALTH 33 | 466 |
| **adult education** | | |
| credit courses, Open College program | MCC 28 | 375 |
| non-credit, literacy courses, distance education | EDUC 15 | 387 |
| **adult offenders, former, counselling** | CORRECTIONS 13 | 348 |
| **adults** | | |
| adoption, information | COMSOC 17 | 309 |
| community corrections programs | CORRECTIONS 29 | 361 |
| services, programs, delivery | COMSOC 6 | 297 |
| services, programs, delivery | COMSOC 10 | 299 |
| **advertising** | | |
| cease and desist orders, appeals, review | CCR 38 | 340 |
| films, print, approval | CCR 19 | 327 |
| jobs, Ontario government ministries | MBC 20 | 179 |
| liquor, regulation | CCR 40 | 341 |
| permits, provincial highways, signs, buildings, structure | MTO 53 | 689 |
| permits, signs, utilities, entrances, buildings | MTO 6 | 675 |
| political, limitations | LEGISLATIVE 19 | 209 |
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## THE ONTARIO PARLIAMENT

PARLIAMENT
(encompasses three areas of responsibility)

**LEGISLATIVE**

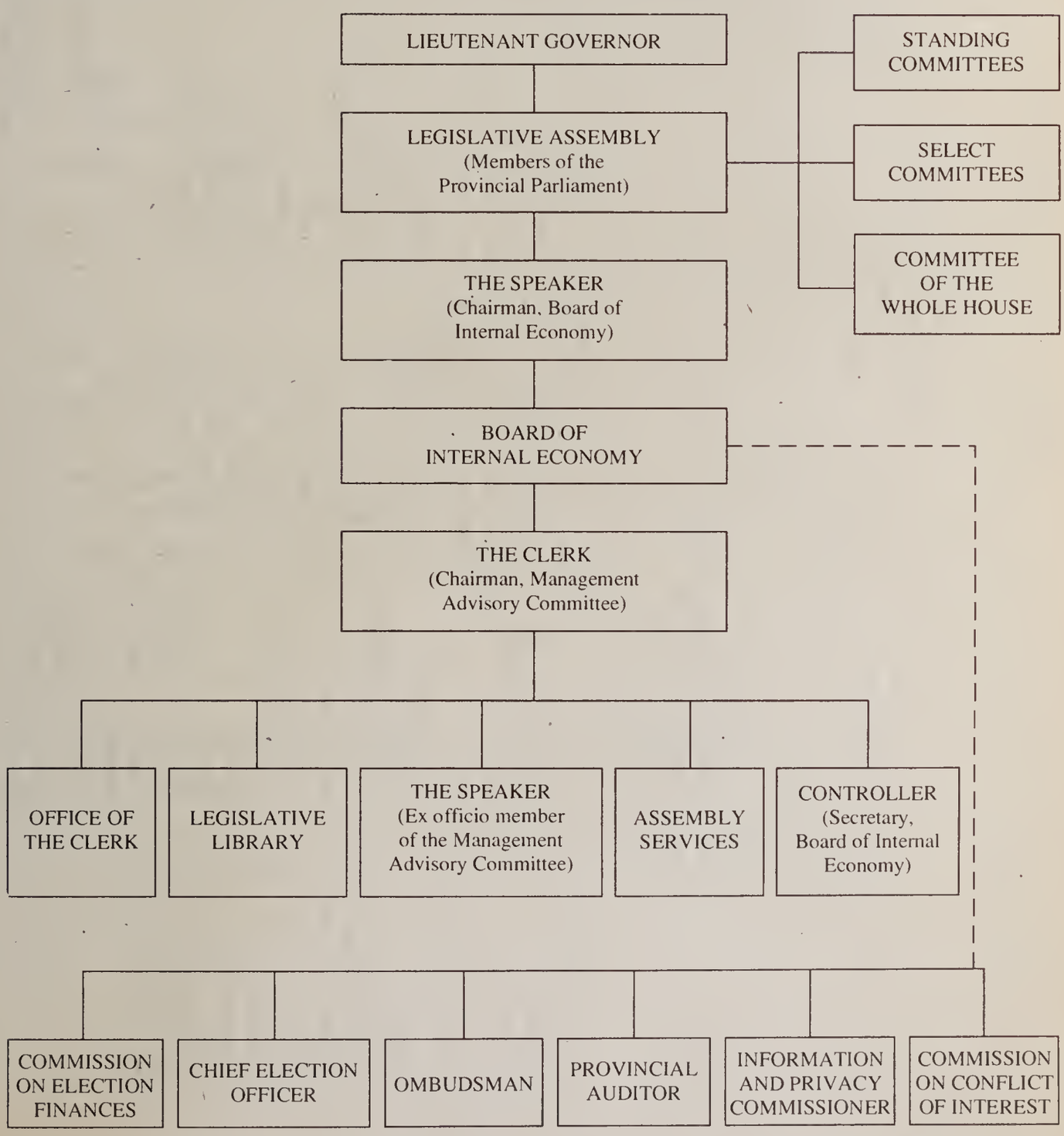
- enacts, amends, and repeals legislation
- authorizes the collection and expenditure of funds
- debates the policies put forth by the Government

**JUDICIARY**

- adjudicates civil and criminal disputes through all levels of courts in the province

**EXECUTIVE**

- formulates government policy
- administers government programs



## CABINET AND ITS COMMITTEES

**CABINET**
(or Executive Council)
Composed of the Premier
and all
Cabinet ministers

**Policy and Priorities Board (P & P)**

- Premier (chair)
- Environment
- Health
- Housing/Municipal Affairs
- Government Services/Management Board
- Natural Resources
- Northern Development (ex. off.)
- Treasury and Economics

**Management Board of Cabinet (MGB)***

- Education
- Industry, Trade and Technology
- Management Board (co-chair)
- Transportation
- Treasury and Economics (co-chair)
- Women's Issues

**Social Policy Committee (CSP)**

Minister and/or
• Parliamentary Assistant of:

- Citizenship
- Colleges and Universities/ Skills Development
- Community and Social Services
- Culture and Communications
- Education (chair)
- Health
- Housing/Municipal Affairs
• Native Affairs

**Economic And Labour Policy Committee (ELP)**

Minister of:

- Agriculture and Food (chair)
- Colleges and Universities
- Community and Social Services
- Energy
- Industry, Trade, and Technology
- Labour
- Mines
- Municipal Affairs/Housing
- Natural Resources
- Northern Development
- Revenue
- Skills Development
- Tourism and Recreation
- Treasury and Economics
- Women's Issues

**Environment Policy Committee (ENP)**

Minister and/or
• Parliamentary Assistant of:

- Agriculture and Food
- Energy
- Environment
- Industry, Trade and Technology
• Labour
• Municipal Affairs
- Natural Resources
- Northern Development
- Transportation (chair)

**Justice Policy Committtee (CCJ)**

Minister of:

- Attorney General
- Citizenship
- Consumer and Commercial Relations/ Financial Institutions
- Mines
- Natural Resources/ Native Affairs
- Solicitor General/ Correctional Services
- Women's Issues (chair)

**Legislation/Regulations Committee (LRC)**

Minister and/or
• Parliamentary Assistant of:

- Attorney General (chair)
• Attorney General
- Consumer and Commercial Relations
- Financial Institutions
• Financial Institutions
• Labour
- Minister Without Portfolio and Chief Government Whip
- Tourism and Recreation
- Revenue

**Operations Committee (OPR)**

Minister and/or
• Parliamentary Assistant of:

- Culture and Communications
• Environment
- Health
- Housing/Municipal Affairs
- Management Board (chair)
• Management Board
- Mines
• Treasury and Economics

–Minister
•Parliamentary Assistant

*For further information respecting Cabinet Committees' roles and responsibilities, and membership, please contact the Cabinet Office at 965-1974

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# THE ONTARIO GOVERNMENT

The three major divisions of parliamentary government in Ontario are the Executive, the Legislative and the Judiciary.

Executive: The Queen, represented by the Lieutenant Governor, is the nominal executive and head of state. The Premier and Ministers of the Crown (Cabinet) form the active executive, formulate government policy and administer its programs.

The basic units of the administrative structure headed by the office of the Premier are 28 ministries (e.g., Education, Health, Environment), each responsible to a Minister in Cabinet.

Legislative: The legislative function is the responsibility of the Legislative Assembly composed of elected members, including the Premier and other Ministers. The Assembly performs three main functions: legislative - enacts, amends and repeals legislation; financial-authorizes the imposition of taxes and reviews expenditure estimates; critical-discusses and criticizes policies put forward by the Executive.

Judiciary: The judiciary administers justice by adjudicating civil and criminal disputes through the Ontario courts system constituted by provincial statute. Provincial court judges are appointed provincially by the Lieutenant Governor In Council. County, District and Supreme Court of Ontario judges are appointed federally by the Governor General In Council. Courts administration is the responsibility of the Ministry of the Attorney General.

## THE CABINET

CABINET — CABINET 1
Legislative Bldg., Rm. 381
Queen's Park, Toronto M7A 1A1
416-965-1945

The Cabinet, officially called the **Executive Council**, exercises the executive power of the Ontario Government. The Cabinet is comprised of the Premier, Ministers with responsibility to direct ministries and Ministers without portfolio. The Cabinet Office provides staff support for Cabinet; the Policy and Priorities Board of Cabinet; the Cabinet Committees on Legislation, Justice, Economic Policy, and Social Policy; and other committees, as required. For information on the structure of Cabinet (Executive Council) or access to information under the Freedom of Information and Protection of Privacy Act, visit the Cabinet Office at the above address or write to the Freedom of Information Coordinator, Cabinet Office Rm. 2340, Whitney Block, Queen's Park, Toronto M7A 1A1.

WATERFRONT DEVELOPMENT OFFICE — CABINET 2
WaterPark Place, Ste. 1509
20 Bay St.
Toronto M5J 2N8
416-365-3076
Fax 416-365-9406

The Waterfront Development Office was established in 1987 with the appointment of the Special Advisor to the Premier. Its purpose is to encourage the responsible development of the Toronto area waterfront from the eastern boundary of Durham to the western boundary of the Region of Halton. The office acts as the province's liaison point on the Intergovernmental Waterfront Committee, which consists of the Premier, the Mayor of Toronto, the Metro Chairman, and the Royal Commissioner as Chairman.

## ACTS

ACTS CABINET 3

The Office of the Premier is responsible for the Acts listed below.

Executive Council Act
Lieutenant Governor Act
Policy and Priorities Board of Cabinet Act
Representation Act

# MANAGEMENT BOARD OF CABINET

**Frost Building South**
**Queen's Park, Toronto M7A 1Z6**

The Treasury Board, which preceded the Management Board of Cabinet, was first established in 1886 under the Audit Act, and continued from 1954 under the Financial Administration Act. Composed of members of the Executive Council with the Treasurer as Chairman, the Board acted as a committee of the Executive Council on all matters relating to finance, revenues, estimates, expenditures and financial commitments.

Amending legislation of 1956 and later years provided that the Board have a Secretary with a staff. The Treasury Board Secretariat came to function as a department.

In December, 1971, the Management Board of Cabinet and its Secretariat were established under the Management Board of Cabinet Act.

## MANAGEMENT BOARD OF CABINET

MANAGEMENT BOARD OF CABINET — MBC 1
Frost Bldg. S., 7th Flr.
Queen's Park, Toronto M7A 1Z6
416-327-2000

The Management Board of Cabinet is the Committee of Cabinet responsible for coordinating the financial and administrative operations of the government. The Board operates under the authority of the Management Board of Cabinet Act, and officially represents the Government of Ontario as the employer of its public servants. The Board comprises a Chairman (327-2020), a Vice-Chairman and four to six other members of the Executive Council designated by the Lieutenant-Governor-in-Council.

## MANAGEMENT BOARD SECRETARIAT

MANAGEMENT BOARD SECRETARIAT — MBC 2
Frost Bldg. S., 7th Flr.
Queen's Park, Toronto M7A 1Z6
416-327-2000

The Management Board Secretariat provides analytical and administrative support to the Management Board of Cabinet. The Office of the Secretary directs the operation and administration of the Secretariat. Divisions and branches are described in the entries that follow.

## PROGRAMS AND ESTIMATES DIVISION

PROGRAMS AND ESTIMATES DIVISION — MBC 3
Frost Bldg. S., 6th Flr.
Queen's Park, Toronto M7A 1Z6
416-327-2131

The Programs and Estimates Division is organized into three policy area branches. The three policy area branches are Education and Social Services (327-2060), Justice and General Government (327-2001), and Resources Development (327-2022). Their common responsibilities in relation to the ministries and Cabinet committees are: providing assessment of resource requirements, administrative implications and anticipated results associated with proposed policy, program, legislation or regulation; providing assessment of Ministry imple-

mentation plans, delivery systems, technical feasibility and result commitments; reviewing Ministry expenditures and staffing levels; conducting the estimates process to produce published estimates that are consistent with government policy, fiscal strategy and resource management; ensuring results accountability in all program activities.

The Expenditure Policy and Divisional Services Branch (327-2070) provides Management Board with administrative support, estimates and allocation process, implementation of administrative policies, supplementary estimates, expenditure forecasts, development of capital control policies, financial and staffing control policies, activity review, results management, and coordination of capital allocation and multi-year pre-commitments.

## INFORMATION TECHNOLOGY DIVISION

INFORMATION TECHNOLOGY DIVISION MBC 4
56 Wellesley St. W., 4th Flr.
Toronto M7A 1Z6
416-327-2121

The Information Technology Division develops and supports corporate administrative policies, strategies and plans which encourage the effective use of information technology in the Ontario Government.

The division also advises the Chairman and Secretary of the Management Board of Cabinet on information technology issues, and provides information systems support services and facilities to the Management Board Secretariat.

## MANAGEMENT POLICY DIVISION

MANAGEMENT POLICY DIVISION MBC 5
Frost Bldg. S., 6th Flr.
Queen's Park, Toronto M7A 1Z6
416-327-2030

The division's main objective is to develop and maintain a framework of management policies which will ensure that ministries, agencies, boards and commissions administer their programs effectively and efficiently.

All management policies are approved by Management Board, and included in the Management Board of Cabinet **Directives and Guidelines** which the division publishes. Policies deal with the procurement of goods and services, real property, creative services, agency administration, employee expenses and the **Visual Identity Program**.

The division also provides advice and consultation on the organizational design of the Ontario Public Service's and the organizational implications of new government policies and programs or Cabinet submissions.

The Freedom of Information and Privacy Branch administers the **Freedom of Information** and Protection of Individual Privacy Act. The branch has an extensive training program, produces a manual on the legal and policy interpretation, and provides corporate services, legal advice and opinions, and liaises with ministries and agencies.

Services provided to the public include the publication of bilingual Directories of Records and Institutions, as well as, processing Freedom of Information and Individual Privacy Protection requests received by the Management Board Secretariat.

The **Municipal Freedom of Information and Protection of Privacy Act** comes into effect for local government bodies on January 1, 1991. In order to ensure that the Act is administra-

tively effective for the local government environment, a consultation process is underway to discuss the Act's provisions with representatives of municipalities and local boards. A variety of bilingual publications, to assist municipalities with implementing the new Act, are also available.

The **Advertising Review Board** (ARB) is a central administrative body responsible for ensuring that all advertising and creative communications services supplied to the Ontario government are acquired in the fairest and most equitable manner. Contracts for these services are awarded through open competitions. The ARB also evaluates new advertising and communication campaigns, manages the province's agencies of record and administers the Government Information/Communication Program.

## ONTARIO ROUND TABLE ON ENVIRONMENT AND ECONOMY

ONTARIO ROUND TABLE ON ENVIRONMENT AND ECONOMY — MBC 6
790 Bay St., Ste. 1003
Toronto M7A 1Y7
416-327-2032
Fax 416-327-2197

Ontario Round Table on Environment and Economy was established by the Premier in direct response to the 1987 reports of the National Task Force on Environment and Economy and the World Commission on Environment and Development (Brundtland Commission).

Ontario Round Table is composed of 21 senior decision makers representing government, industry, academe, labour, non-government organizations, agriculture and native peoples. Its mission is to foster and promote sustainable development in Ontario.

The Round Table is supported in its activities by a Secretariat.

## HUMAN RESOURCES SECRETARIAT

HUMAN RESOURCES SECRETARIAT — MBC 7
Frost Bldg. S., 7th Flr.
Queen's Park, Toronto M7A 1Z5
416-965-6081
Fax 416-965-4821

The Human Resources Secretariat, as the central agency responsible for promoting the best practices in human resources management, provides advice and support to ministries. Human resources management policies, programs, and initiatives are developed in consultation with ministries, and in support of the business of government. The Secretariat also acts on behalf of Management Board of Cabinet, as the employer, in collective bargaining and employee relations matters, and on behalf of the Civil Service Commission for most human resource functions set out in the Public Service Act.

## EMPLOYEE RELATIONS AND COMPENSATION DIVISION

EMPLOYEE RELATIONS AND COMPENSATION DIVISION MBC 8
Frost Bldg. S., 3rd Flr.
Queen's Park, Toronto M7A 1Z5
416-965-5443
Fax 416-324-3531

The Employee Relations and Compensation Division is responsible for developing and maintaining, in consultation with ministries, corporate policies and programs regarding labour relations, occupational health and safety, compensation and benefits. It represents the employer in collective bargaining for working conditions, benefits, compensation and pay equity; it develops and maintains the pay and classification systems for all employees; and it coordinates the implementation of pension policy and the Public Service Pension Act.

EMPLOYEE RELATIONS BRANCH MBC 9
Frost Bldg. S., 3rd Flr.
Toronto M7A 1Z5
416-965-2002

The Employee Relations Branch represents the Crown as the employer in all **collective bargaining** in the **Ontario Public Service**. Responsibilities include determining and coordinating **labour relations** policy in all ministries; collecting, analyzing and exchanging **statistics** and other data on **employment** and **compensation** practices in the public and private sectors. The Health and Safety Section coordinates Occupational Health and Safety policy in the Ontario Public Service, and provides advice to the employer.

COMPENSATION PROGRAMS BRANCH MBC 10
5 Park Home Ave., 5th Flr.
North York M2N 6L4
416-395-1600
Fax 416-395-1614

The branch is responsible for classification, **pay** and benefits programs for all executive, management, bargaining unit and management excluded positions in the **Ontario Public Service** (OPS). Responsibilities include implementing and maintaining classification programs, pay policy and supporting systems, benefit plans and recommending pay revisions. The branch also maintains pay equity for all government employees. Support is also given to the **Quarter Century Club** of the Province of Ontario (965-5761).

COMPENSATION POLICY BRANCH MBC 11
Frost Bldg. S., 2nd Flr.
Queen's Park, Toronto M7A 1Z5
416-965-2059 Pension issues
416-965-9419 Benefits policy
Fax 416-324-7214

The Compensation Policy Branch is responsible for the development and implementation, in consultation with ministries, of corporate policies and initiatives regarding employees' total compensation package. The branch is responsible for the development of strategic policy on total compensation questions of concern to the government as the employer; and for the development of policy for the **Public Service Pension Plan** as set out in the Public Services Pension Act, 1989. For questions on the administration of the pension plan and the plan

members' individual entitlement, call the Benefits Coordinator in the respective Ministry's personnel branch.

The branch also provides research, policy development and strategies for insurable and non-insurable benefit plans for the **Ontario Public Service employees**. For questions on the administration of benefits plan, call the respective Ministry's personnel branch. Actuarial services for the Human Resources Secretariat are also provided by this office.

## HUMAN RESOURCES AND LEADERSHIP PLANNING DIVISION

HUMAN RESOURCES AND LEADERSHIP PLANNING DIVISION — MBC 12
790 Bay St., Ste. 1001
Toronto M7A 1Y7
416-965-5435
Fax 416-324-7038

The division provides corporate leadership workforce, employment equity and human resources policy, planning and education. It delivers the corporate workforce and employment equity program; and provides human resource services to the Ontario Public Service senior management. The division also manages employment funds; and provides personnel services for the Human Resources Secretariat, Management Board Secretariat and Ministers' staff.

EMPLOYEE SERVICES BRANCH — MBC 13
Frost Bldg. S., 1st Flr.
Queen's Park, Toronto M7A 1Z5
416-965-1483/6081
416-965-4343 (TDD)
Fax 416-965-4821

The branch provides human resource services: advice on best practices, interpretation of policies and acts, and human resource planning and development. It also provides employee services to Human Resources Secretariat staff and managers, redeployed employees and their managers, general public, Premier's Office, ministers' contract staff and G.O. Temp employees/ministry managers. French language training and evaluation are provided to Government of Ontario employees.

Human Resources Services (965-2065) provides Human Resources/Personnel Services to the Secretary, Management Board Secretariat, the Deputy Minister of the Human Resources Secretariat, and to all branches and organizational units in both secretariats. The section's services include providing advice, expertise and consultation on the full range of human resources management and personnel administration matters: interpretation of corporate policies, programs and practices; Strategies for Renewal; Employment Equity; and Pension and Benefits.

Ministers' Staff Administration Office (963-3914) provides administrative support to the Office of the Premier through the development, implementation, maintenance and delivery of an employment and compensation program for contract staff of all Cabinet Ministers and Parliamentary Assistants.

The Office of the French Language Coordinator (965-0856) advises the senior management of the Human Resources Secretariat and the Management Board Secretariat on all matters pertaining to the **French Language Services** Act.

French Training & Evaluation Service (965-4162) offers a variety of **French** language training courses, and a language proficiency evaluation service to Government of Ontario employees. The section also provides consulting assistance to ministries in meeting their language training objectives.

Employment Information Services (965-6081) provides employment information and advice to the public, and maintains a **Central Resource Bank** of qualified job applicants for use by ministries when filling staffing requirements.

Redeployment Services (965-9544) provides advice and coordination in special staffing situations, such as redeployment of staff who are surplus or returning from long-term disability.

**G.O. Temporary Help Service** (965-2516) provides persons for temporary work assignments in ministries, agencies, boards and commissions of the Ontario Public Service.

WORKFORCE PLANNING AND EMPLOYMENT EQUITY BRANCH — MBC 14
Frost Bldg. S., 2nd Flr.
Queen's Park, Toronto M7A 1Z5
416-965-4941
Fax 416-324-6863

The Workforce Planning and Employment Equity Branch is responsible for the development of strategic human resource directions and policy for the Ontario Public Service. To this end, the branch coordinates **Strategies for Renewal**, the Ontario Public Service's central human resources planning exercise. The branch develops corporate staffing policies and manages employment-related initiatives such as the **Summer Experience Program** and the **Ontario-Quebec Summer Experience Program**.

The branch is also responsible for the effective management of the Ontario Public Service **Employment Equity Program**. The branch formulates employment equity policy, establishes corporate goals and timetables, develops programs and special measures for aboriginal peoples, persons with disabilities, francophones, racial minorities and women; and monitors corporate performance. As part of these activities, extensive outreach and consultation is done with external organizations representing the interests of the employment equity designated groups and other jurisdictions involved in the employment equity programs. The branch also administers the **Ontario Public Service Employment Equity Fund** and the **Employment Equity Internship Program**. Two special reports pertinent to the employment equity initiative are available to the general public in print or on audio tape.

LEADERSHIP PLANNING AND EDUCATION BRANCH — MBC 15
151 Bloor St. W., 9th Flr.
Toronto M5S 1S4
416-965-3935
Fax 416-963-0995

The branch delivers training programs, provides executive services, and develops educational and leadership policies. Principle consumers are all senior managers, potential executives and executives and employees receiving educational programs.

The Education and Leadership Programs Section (965-1438) provides a variety of corporate education and training courses, seminars and developmental opportunities. Programs address the government policy and program agenda, key human resources training needs and the development of the senior management within the Ontario Public Service. The section

also designs and administers programs related to human resources planning and staffing for senior management within the Ontario Public Service.

The Leadership Planning Section (965-5435) provides policy development and program design support for a vibrant leadership group for the Ontario Public Service. This is done in partnership with ministries across the service.

STRATEGIC EDUCATION AND DEVELOPMENT MBC 16
101 Bloor St. W., Ste. 502
Toronto M5S 1P7
416-965-2091
Fax 416-965-3485

Strategic Education and Development provides a focus for the development of leadership education strategies which support the government's business agenda. The office works with executives, senior managers, and leadership development specialists in the public and private sectors. It ensures that strategies are in place for government executives to acquire the knowledge, skills and attitudes necessary for effective performance and personally satisfying careers. The office maintains a library of materials of interest to government executives, and people in the leadership development community.

**STRATEGIC MANAGEMENT AND SERVICES DIVISION**

STRATEGIC MANAGEMENT AND SERVICES DIVISION MBC 17
Frost Bldg. S., 3rd Flr.
Queen's Park, Toronto M7A 1Z5
416-965-3728

The division has responsibility for the strategic management of issues and for providing corporate coordination, planning and central services for the secretariat's activities.

STRATEGIC COORDINATION AND COMMUNICATIONS BRANCH MBC 18
Frost Bldg. S., 3rd Flr.
Queen's Park, Toronto M7A 1Z5
416-965-3728

The branch includes the Planning and Coordination Section, Marketing and Communications Services Section, and Management Services and Support Section.

The Planning and Coordination Section (965-4246) is responsible for the coordination of policy and program activities. The section also liaises with Cabinet, Management Board of Cabinet and the Freedom of Information Office. Leadership is provided for strategic and operational planning processes.

The Marketing and Communications Services Section (965-6403) provides marketing, communications and creative services. It supports the Human Resources Secretariat's staff in their program responsibilities and in the achievement of strategic goals.

The Management Services and Support Section (965-1463) provides financial management and administrative services to senior management and liaises with the Management Board Secretariat on financial and estimates issues. The section is responsible with the Ministry of Treasury and Economics for liaison activities related to accounts payable, accommodation, purchasing, records management and moveable assets control, and for revising and distribut-

ing the Public Services Act (loose-leaf edition), the Ontario Manual of Administration, Volume 2, and the Benefits Administrator's Manual.

TECHNOLOGY AND RESEARCH BRANCH MBC 19
Frost Bldg. S., 1st Flr.
Queen's Park, Toronto M7A 1Z5

The branch consists of the Information Technology Section and two project groups: Information Technology Strategic Project, and the Research and Evaluation Strategic Project.

Information Technology Section (965-1401) provides, maintains and analyzes data on the structure and composition of the Ontario Public Service to support Human Resources Secretariat initiatives. The section assists Human Resources Secretariat branches with, and promotes the use of, information technology strategic planning and provides training and support for systems applications. It also develops the information technology for the access, management and communication of information required by Human Resources Secretariat branches.

The Information Technology Strategic Project (965-1401) will develop the planning framework for information technology for the Human Resources Secretariat.

The Research and Evaluation Strategic Project (965-7095) is responsible for developing and implementing a corporate research function for the Human Resources Secretariat.

PUBLICATIONS AND RECRUITMENT ADVERTISING MBC 20
790 Bay St., Ste. 1102
Toronto M7A 1Y7
416-965-5621 (editorial and advertising)
416-965-6581 (focal point; circulation)

The Publications and Recruitment Advertising section collects, edits and publishes **topical**, the employee newspaper of the Ontario Civil Service and coordinates and processes personnel **advertising** in **jobmart** and external media, on behalf of Ontario Government ministries and agencies.

Graphic arts and publishing advice and production are provided on request.

## CIVIL SERVICE COMMISSION

CIVIL SERVICE COMMISSION MBC 21
101 Bloor St. W., Ste. 504
Toronto M5S 1P7
416-963-0734

The Civil Service Commission performs a variety of regulatory and adjudicative functions, oversees and reports on the government's performance as an employer, with particular emphasis on compliance with the Public Service Act and maintenance of the merit principle. Authority for policy development and administration, with respect to human resources management, has been delegated to the Human Resources Secretariat and the ministries.

## ACTS

ACTS MBC 22

The Management Board of Cabinet is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the communications branch.

Freedom of Information and Protection of Privacy Act, 1987
Management Board of Cabinet Act
Municipal Freedom of Information and Protection of Privacy Act, 1989
Public Service Act
Public Service Pension Act, 1989
Successor Rights (Crown Transfers) Act
Superannuation Adjustment Benefits Act

# LEGISLATIVE OFFICES

**Legislative Building**
**Queen's Park, Toronto M7A 1A2**

LEGISLATIVE ASSEMBLY LEGISLATIVE 1

The Legislative Assembly, commonly called the House, consists of 130 **Members of Provincial Parliament** (MPPs) elected to represent the people in their constituencies. The Assembly performs legislative, financial and critical functions. It considers proposals for **legislation or bills**; enacts, amends and repeals legislation; authorizes the collection of funds from the people of Ontario; and criticizes the policies put forth by the Premier and the Cabinet. As the presiding officer, the Speaker of the Assembly is responsible for both the policy and operations of the Legislature. The Clerk of the Assembly, in the capacity of principal permanent officer, provides the Speaker and MPPs with procedural advice.

Another important feature of the Assembly, designed to enhance the legislative process, is the committee system. Three types of committees, commonly known as Standing Committees, Select Committees and the Committee of the Whole House, review legislation, scrutinize budget estimates, and undertake special studies or investigations.

**Standing Committees**, composed of Members drawn from each political party, are created by the standing order and given specific areas of jurisdiction. Committees meet while the Legislative Assembly is in session, during adjourments and recesses, and report from time to time on matters referred to them.

**Select Committees** are ad hoc groups appointed by the Legislative Assembly to inquire into specific issues. A Select Committee is dissolved once its task is completed.

**Committee of the Whole House** refers to the Legislative Assembly when it meets in the Legislative Chamber to consider matters such as bills after they have received second reading. The Deputy Speaker who is also the Chair of the Committee of the Whole House presides over this committee.

Information on select and standing committees may be obtained from the Committees Branch, Room 1521, Whitney Block, Queen's Park, Toronto M7A 1A2 (963-1300).

Members of Provincial Parliament, **Constituency offices** and Queen's Park addresses are listed below.

**This information is accurate as of November 15, 1990. If constituency office address or telephone number is not available, ask operator for Zenith Ontario.**

**MEMBER/CONSTITUENCY**

*Don Abel, NDP*
*(Wentworth North)*
113 King St. W.
**Dundas L9H 1V1**
416-628-6558

*Hon. Zanana Akande, NDP*
*(St. Andrew-St. Patrick)*
720 Spadina Ave., Ste. 103
**Toronto M5S 2T9**
416-323-3533

*Hon. Richard Allen, NDP*
*(Hamilton West)*
196 Locke St. S.
**Hamilton L8P 4B4**
416-527-2556
Fax 516-527-2570

*Ted Arnott, PC*
*(Wellington)*
148 George St.
P. O. Box 659
**Arthur N0G 1A0**
519-848-6253

*Charles Beer, LIB*
*(York North)*
220 Industrial Parkway S., Unit #38
**Aurora L4G 3V6**
416-727-1985
416-889-8622
Fax 416-727-0824

*Gilles Bisson, NDP*
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142 Algonquin E.
**Timmins P4N 1A7**
705-268-6236
Fax 705-268-7122

*Hon. Marion Boyd, NDP*
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Centretown Mall
637 Dundas St. E.
**London N5W 2Z1**
519-433-6631
Fax 519-935-3248

*James Bradley, LIB*
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2 Secord Dr., Unit #2
**St. Catharines L2N 1K8**
416-935-0018

*Mike Brown, LIB*
*(Algoma Manitoulin)*
Algo Centre Mall
151 Ontario Ave.
**Elliot Lake P5A 2T2**
705-461-9710
Fax 705-461-9270 and

71 Centre St.
Box 1455
**Espanola P0P 1C0**
705-869-4146 and

11 Robinson St.
Box 819
**Little Current P0P 1K0**
705-368-2227

*Hon. Elmer Buchanan, NDP*
*(Hastings-Peterborough)*
29 Forsyth St.
**Marmora K0K 2M0**
705-742-1993

*Robert V. Callahan, LIB*
*(Brampton South)*
24 Queen St. E., Ste. 305
**Brampton L6V 1A3**
416-453-8453
Fax 416-453-2693

*Elinor Caplan, LIB*
*(Oriole)*
30 Esterbrooke Ave., Ste. 101
**North York M2J 2C4**
416-494-6856
Fax 416-494-2440

*Gary Carr, PC*
*(Oakville South)*
22 Lakeshore Rd. W.
**Oakville L6K 1C5**
416-842-5592

*Hon. Jenny Carter, NDP*
*(Peterborough)*
193 Simcoe St., Unit 3
**Peterborough K9H 2H6**
705-742-3777
Fax 705-842-1822

*Brian Charlton, NDP*
*(Hamilton Mountain)*
688 Queensdale Ave. E., 2nd Flr.
**Hamilton L8V 1M1**
416-388-9734
Fax 416-388-7862

*Bob Chiarelli, LIB*
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2249 Carling Ave., Ste. 404
**Ottawa K2B 7E9**
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Fax 613-596-9744

*David Christopherson, NDP*
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346 Main St. E.
**Hamilton L8N 1J5**
416-529-1277
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*Marilyn Churley, NDP*
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**Toronto M4K 3R3**
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*John Cleary, LIB*
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404 Montreal Rd.
**Cornwall K6H 1B7**
613-933-6513
Fax 613-933-6449

*Sean G. Conway, LIB*
*(Renfrew North)*
203 Renfrew St.
**Pembroke K8A 5S2**
613-735-6627
Fax 613-735-6692
If long distance ask
operator for Zenith 20970

*Hon. Dave Cooke, NDP*
*(Windsor-Riverside)*
4848 Tecumseh Rd. E., Unit 8
**Windsor N8T 1B8**
519-944-4343

*Michael Cooper, NDP*
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1077 Weber St. E., Unit 4
**Kitchener N2A 3Y4**
519-748-5598
Fax 519-748-6615

*Hon. Shirley Coppen, NDP*
*(Niagara South)*
285 Main St. W.
**Port Colbourne L3K 3V7**
416-835-8342

*Joseph Cordiano, LIB*
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2958 Dufferin St.
**North York M6B 3S9**
416-785-3520
Fax 416-785-4524

*W. Donald Cousens, PC*
*(Markham)*
8444 Woodbine Ave.
**Markham L3R 4X7**
416-475-0021
Fax 416-475-3629
If long distance ask
operator for Zenith 70360

*Dianne E. Cunningham, PC*
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666 Wonderland Rd. N.
**London N6H 4K9**
519-472-0433
Fax 519-472-4193

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*Dr. Hans Daigeler, LIB*
*(Nepean)*
250B Greenbank Rd.
Greenbank Sq.
**Nepean K2H 8X4**
613-596-5685
Fax 613-596-5199

*Dennis Drainville, NDP*
*(Victoria-Haliburton)*
189 Kent St. W., Ste. 203
**Lindsay K9V 5G6**
705-324-6654
705-324-6692
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1-800-461-7672

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416-878-1729
Fax 416-878-5144 and

37 Main St. N.
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*Murray Elston, LIB*
*(Bruce)*
816 Queen St.
Box 565
**Kincardine N2Z 2Y9**
519-396-4735

*Ernie L. Eves, PC*
*(Parry Sound)*
159 Marie St.
P. O. Box 490
**South River P0A 1X0**
705-386-0091
Fax 705-386-0701
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1-800-461-7511 and

7 Miller St.
**Parry Sound P2A 1S7**
705-746-4266

*Hon. Mike Farnan, NDP*
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13 Ainslie St. S.
**Cambridge N1R 3J9**
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Fax 519-623-3250

*Joan Fawcett, LIB*
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1005 William St., Ste. 303
**Cobourg K9A 5J4**
416-372-4000
If long distance dial
1-800-263-3980 and

25 Doxsee St. S.
York Centre, Ste. 201
**Campbellford K0L 1L0**
705-653-5047

*Will Ferguson, NDP*
*(Kitchener)*
176 Victoria St. N.
**Kitchener N2H 5C6**
519-579-5460
Fax 519-579-2121

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**Guelph N1H 2T3**
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*Hon. Evelyn Gigantes, NDP*
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**Ottawa K1R 5A6**
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Fax 613-237-3067

*Bernard C. Grandmaître, LIB*
*(Ottawa East)*
150 Montreal Rd., Rm. 208
**Vanier K1L 6E8**
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Fax 613-744-0889

*Hon. Ruth Grier, NDP*
*(Etobicoke-Lakeshore)*
2800 Lakeshore Blvd. W.
**Toronto M8V 1H5**
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*Christel Haeck, NDP*
*(St. Catharines-Brock)*
121 Queenston St., Unit 4
**St. Catharines L2R 2Z6**
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*Hon. Howard Hampton, NDP*
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807-597-2629
Fax 807-597-2402 and

207 3rd St. E.
**Fort Frances P9A 1P7**
807-274-7619
Fax 807-274-3721
If long distance dial
1-800-465-8501 and

R. R. 1, Site 27, Box 11
**Dryden P8N 2Y4**
807-937-6854
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3831 Victoria Ave. S.
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**Willowdale M2N 5R7**
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*Margaret Harrington, NDP*
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**Niagara Falls L2E 2L6**
416-357-5781

*Michael D. Harris, PC*
*(Nipissing)*
374 Fraser St., Ste. 1
**North Bay P1B 3W7**
705-474-8340
Fax 705-476-8084
If long distance ask
operator for Zenith 32580 and

229 Main St., 2nd Flr.
**Sturgeon Falls P0H 2G0**
705-753-2560

*Karen Haslam, NDP*
*(Perth)*
156 Huron St.
**Stratford N5A 5S8**
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Fax 519-272-1064

*Pat Hayes, NDP*
*(Essex-Kent)*
P.O. Box 100
**Belle River N0R 1A0**
519-728-4100
If long distance dial
1-800-265-3992 and

82 Erie St. S.
P.O. Box 189
**Ridgetown N0P 2C0**
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*Dr. James Henderson, LIB*
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3065 Bloor St. W.
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*Bob Huget, NDP*
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Seaway Towers
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*Cameron Jackson, PC*
*(Burlington South)*
460 Brant St., Unit #23
**Burlington L7R 4B6**
416-639-7924
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*Norm Jamison, NDP*
*(Norfolk)*
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*David Christopherson, NDP*
*(Hamilton Centre)*
Frost Bldg. N., 6th Flr.
95 Grosvenor St.
**Queen's Park, Toronto M7A 1Y7**
416-963-2722

*Marilyn Churley, NDP*
*(Riverdale)*
135 St. Clair Ave. W., 14th Flr.
**Toronto M4V 1P5**
416-323-4375

*John Cleary, LIB*
*(Cornwall)*
Whitney Block, Rm. 1516
99 Wellesley St. W.
**Queen's Park, Toronto M7A 1A2**
416-965-6060

*Sean G. Conway, LIB*
*(Renfrew North)*
Legislative Bldg., Rm. 320
**Queen's Park, Toronto M7A 1A2**
416-965-4043

*Hon. Dave Cooke, NDP*
*(Windsor-Riverside)*
777 Bay St., 10th Flr.
**Toronto M5G 2E5**
416-585-7111

*Michael Cooper, NDP*
*(Kitchener-Wilmot)*
Legislative Bldg., Rm. 406N
**Queen's Park, Toronto M7A 1A2**
416-324-4832

*Hon. Shirley Coppen, NDP*
*(Niagara South)*
Legislative Bldg., Rm. 251
**Queen's Park, Toronto M7A 1A2**
416-965-1291

*Joseph Cordiano, LIB*
*(Lawrence)*
Whitney Block, Rm. 1618
99 Wellesley St. W.
**Queen's Park, Toronto M7A 1A2**
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*W. Donald Cousens, PC*
*(Markham)*
Legislative Bldg., Rm. 153
**Queen's Park, Toronto M7A 1A2**
416-965-8420

*Dianne E. Cunningham, PC*
*(London North)*
Legislative Bldg., Rm. 172
**Queen's Park, Toronto M7A 1A2**
416-965-6516

*Alvin Curling, LIB*
*(Scarborough North)*
Legislative Bldg., Rm. 341
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*George Dadamo, NDP*
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Ferguson Block, 3rd Flr.
77 Wellesley St. W.
**Queen's Park, Toronto M7A 1Z8**
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*Dr. Hans Daigeler, LIB*
*(Nepean)*
Whitney Block, Rm. 1310
99 Wellesley St. W.
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*Dennis Drainville, NDP*
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101 Bloor St. W., 13th Flr.
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*Noel Duignan, NDP*
*(Halton North)*
Legislative Bldg., Rm. 222N
**Queen's Park, Toronto M7A 1A2**
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*Murray Elston, LIB*
*(Bruce)*
Legislative Bldg., Rm. 211
**Queen's Park, Toronto M7A 1A2**
416-965-6386

*Ernie L. Eves, PC*
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**Queen's Park, Toronto M7A 1A2**
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*(Cambridge)*
25 Grosvenor St., 11th Flr.
**Toronto M7A 1Y6**
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*Joan Fawcett, LIB*
*(Northumberland)*
Whitney Block, Rm. 1421
99 Wellesley St. W.
**Queen's Park, Toronto M7A 1A2**
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777 Bay St., 17th Flr.
**Toronto M5G 2E5**
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*Derek Fletcher, NDP*
*(Guelph)*
555 Yonge St., 9th Flr.
**Toronto M7A 2H6**
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*Robert Frankford, NDP*
*(Scarborough East)*
Hepburn Block, 10th Flr.
80 Grosvenor St.
**Queen's Park, Toronto M7A 1R3**
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*Hon. Evelyn Gigantes, NDP*
*(Ottawa Centre)*
Hepburn Block, 10th Flr.
80 Grosvenor St.
**Queen's Park, Toronto M7A 1R3**
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*Bernard C. Grandmaître, LIB*
*(Ottawa East)*
Whitney Block, Rm. 1414
99 Wellesley St. W.
**Queen's Park, Toronto M7A 1A2**
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*Hon. Ruth Grier, NDP*
*(Etobicoke-Lakeshore)*
135 St. Clair Ave. W., 15th Flr.
**Toronto M4V 1P5**
416-323-4360

*Christel Haeck, NDP*
*(St. Catharines-Brock)*
Mowat Block, 3rd Flr.
900 Bay St.
**Toronto M7A 1L2**
416-965-1135

*Hon. Howard Hampton, NDP*
*(Rainy River)*
720 Bay St., 11th Flr.
**Toronto M5G 2K1**
416-326-4000

*Ron Hansen, NDP*
*(Lincoln)*
Legislative Bldg., Rm. 209N
**Queen's Park, Toronto M7A 1A2**
416-965-1795

*Charles Harnick, PC*
*(Willowdale)*
Legislative Bldg., Rm. 157
**Queen's Park, Toronto M7A 1A2**
416-965-7824

*Margaret Harrington, NDP*
*(Niagara Falls)*
777 Bay St., 10th Flr.
**Toronto M5G 2E5**
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*Michael D. Harris, PC*
*(Nipissing)*
Legislative Bldg., Rm. 116
**Queen's Park, Toronto M7A 1A2**
416-965-1676

*Karen Haslam, NDP*
*(Perth)*
Legislative Bldg., Rm. 212N
**Queen's Park, Toronto M7A 1A2**
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*Pat Hayes, NDP*
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801 Bay St., 6th Flr.
**Toronto M7A 1A3**
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*Dr. James Henderson, LIB*
*(Etobicoke-Humber)*
Whitney Block, Rm. 1617
**Queen's Park, Toronto M7A 1A2**
416-324-4462

*Randy Hope, NDP*
*(Chatham-Kent)*
Hepburn Block, 6th Flr.
80 Grosvenor St.
**Queen's Park, Toronto M7A 1E9**
416-965-8300

*Bob Huget, NDP*
*(Sarnia)*
Legislative Bldg., Rm. 220N
**Queen's Park, Toronto M7A 1A2**
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*Cameron Jackson, PC*
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Legislative Bldg., Rm. 117N
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*Norm Jamison, NDP*
*(Norfolk)*
Hearst Block, 8th Flr.
900 Bay St.
**Queen's Park, Toronto M7A 2E1**
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Mowat Block, 5th Flr.
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**Queen's Park, Toronto M7A 1C2**
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*Leo Jordan, PC*
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*Paul Klopp, NDP*
*(Huron)*
801 Bay St., 6th Flr.
**Toronto M7A 1A3**
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*Hon. Peter Kormos, NDP*
*(Welland-Thorold)*
555 Yonge St., 9th Flr.
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*Hon. Frances Lankin, NDP*
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Frost Bldg. S., 7th Flr.
7 Queen's Park Cres.
**Queen's Park, Toronto M7A 1Z6**
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555 Yonge St., 8th Flr.
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400 University Ave., 14th Flr.
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*Steve Mahoney, LIB*
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*Gary Malkowski, NDP*
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*(Sudbury East)*
10 Wellesley St. E., 10th Flr.
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416-965-3707

*Tony Martin, NDP*
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Mowat Block, 22nd Flr.
900 Bay St.
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416-965-3490

*Irene Mathyssen, NDP*
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Legislative Bldg., Rm. 210N
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*Lyn McLeod, LIB*
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Whitney Block, Rm. 1413
99 Wellesley St. W.
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416-324-7299

*Frank Miclash, LIB*
*(Kenora)*
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99 Wellesley St. W.
**Queen's Park, Toronto M7A 1A2**
416-965-6667

*Gord Mills, NDP*
*(Durham East)*
25 Grosvenor St., 11th Flr.
**Toronto M7A 1Y6**
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*Gilles E. Morin, LIB*
*(Carleton East)*
Whitney Block, Rm. 1301
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**Queen's Park, Toronto M7A 1A2**
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*Mark Morrow, NDP*
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Legislative Bldg., Rm. 219N
**Queen's Park, Toronto M7A 1A2**
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*Bill Murdoch, PC*
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**Queen's Park, Toronto M7A 1A2**
416-965-3584

*Sharon Murdock, NDP*
*(Sudbury)*
400 University Ave., 7th Flr.
**Toronto M7A 1T7**
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*Robert F. Nixon, LIB*
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Legislative Bldg., Rm. 223
**Queen's Park, Toronto M7A 1A2**
416-965-1764

*Hon. Peter North, NDP*
*(Elgin)*
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**Toronto M7A 2R9**
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*Larry O'Connor, NDP*
*(Durham-York)*
Legislative Bldg., Rm. 402N
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416-965-4926 and
135 St. Clair Ave. W., 12th Flr.
**Toronto M4V 1P5**
416-323-4617
(Effective mid November 1990)

*Steven Offer, LIB*
*(Mississauga North)*
Legislative Bldg., Rm. 321
**Queen's Park, Toronto M7A 1A2**
416-965-8320

*Hugh P. O'Neil, LIB*
*(Quinte)*
Legislative Bldg., Rm. 416
**Queen's Park, Toronto M7A 1A2**
416-965-7957

*Yvonne O'Neill, LIB*
*(Ottawa Rideau)*
Whitney Block, Rm. 1619
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416-324-4450

*Stephen Owens, NDP*
*(Scarborough Centre)*
Legislative Bldg., Rm. 405N
**Queen's Park, Toronto M7A 1A2**
416-965-0279

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*(Downsview)*
Hearst Block, 4th Flr.
900 Bay St.
**Queen's Park, Toronto M7A 1X7**
416-965-1326

*Hon. Ed Philip, NDP*
*(Etobicoke-Rexdale)*
Ferguson Block, 3rd Flr.
77 Wellesley St. W.
**Queen's Park, Toronto M7A 1Z8**
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*Gerry Phillips, LIB*
*(Scarborough-Agincourt)*
Whitney Block, Rm. 1302
99 Wellesley St. W.
**Queen's Park, Toronto M7A 1A2**
416-965-9605

*Hon. Allan Pilkey, NDP*
*(Oshawa)*
Hearst Block, 8th Flr.
900 Bay St.
**Queen's Park, Toronto M7A 2E1**
416-965-1617

*Jean Poirier, LIB*
*(Prescott-Russell)*
Legislative Bldg., Rm. 186
**Queen's Park, Toronto M7A 1A2**
416-965-5806

*Dianne Poole, LIB*
*(Eglinton)*
Whitney Block, Rm. 1411
99 Wellesley St. W.
**Queen's Park, Toronto M7A 1A2**
416-965-6782

*Hon. Gilles Pouliot, NDP*
*(Lake Nipigon)*
101 Bloor St. W., 13th Flr.
**Toronto M4Y 1G2**
416-965-6424

*Hon. Bob Rae, NDP*
*(York South)*
Legislative Bldg., Rm. 281
**Queen's Park, Toronto M7A 1A2**
416-965-1941

*David Ramsay, LIB*
*(Timiskaming)*
Legislative Bldg., Rm. 434
**Queen's Park, Toronto M7A 1A2**
416-965-1204

*Tony Rizzo, IND*
*(Oakwood)*
Legislative Bldg., Rm. 411N
**Queen's Park, Toronto M7A 1A2**
416-324-4459

*Robert W. Runciman, PC*
*(Leeds-Grenville)*
Legislative Bldg., Rm. 104N
**Queen's Park, Toronto M7A 1A2**
416-965-9436

*Tony Ruprecht, LIB*
*(Parkdale)*
Whitney Block, Rm. 1306
99 Wellesley St. W.
**Queen's Park, Toronto M7A 1A2**
416-965-1122

*Ian G. Scott, LIB*
*(St. George-St. David)*
Legislative Bldg., Rm. 347
**Queen's Park, Toronto M7A 1A2**
416-965-4710

*Tony Silipo, NDP*
*(Dovercourt)*
Legislative Bldg., Rm. 412N
**Queen's Park, Toronto M7A 1A2**
416-965-7108

*John Sola, LIB*
*(Mississauga East)*
Whitney Block, Rm. 1309
99 Wellesley St. W.
**Queen's Park, Toronto M7A 1A2**
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*Gregory Sorbara, LIB*
*(York Centre)*
Legislative Bldg., Rm. 344
**Queen's Park, Toronto M7A 1A2**
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*Norman W. Sterling, PC*
*(Carleton)*
Legislative Bldg., Rm. 160
**Queen's Park, Toronto M7A 1A2**
416-965-9499

*Chris Stockwell, PC*
*(Etobicoke West)*
Legislative Bldg., Rm. 112
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416-965-3693 and

Legislative Bldg., Rm. 103N
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*Barbara Sullivan, LIB*
*(Halton Centre)*
Whitney Block, Rm. 1308
99 Wellesley St. W.
**Queen's Park, Toronto M7A 1A2**
416-965-2678

*Kimble Sutherland, NDP*
*(Oxford)*
Legislative Bldg., Rm. 211N
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416-965-4352

*Hon. Anne Swarbrick, NDP*
*(Scarborough West)*
480 University Ave., 2nd Flr.
**Toronto M5G 1V2**
416-597-4542

*David Tilson, PC*
*(Dufferin-Peel)*
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*Margery Ward, NDP*
*(Don Mills)*
Ferguson Block, 12th Flr.
77 Wellesley St. W.
**Queen's Park, Toronto M7A 1N3**
416-965-3540

*Hon. Shelley Wark-Martyn, NDP*
*(Port Arthur)*
Hearst Block, 4th Flr.
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**Queen's Park, Toronto M7A 1X7**
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*David Warner, NDP*
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Legislative Bldg., Rm. 227N
**Queen's Park, Toronto M7A 1A2**
416-965-9363

*Dan Waters, NDP*
*(Muskoka-Georgian Bay)*
77 Bloor St. W., 7th Flr.
**Toronto M7A 2R9**
416-324-4449

*Paul Wessenger, NDP*
*(Simcoe Centre)*
720 Bay St., 11th Flr.
**Toronto M5G 2K1**
416-326-4428

*Drummond White, NDP*
*(Durham Centre)*
Legislative Bldg., Rm. 415N
**Queen's Park, Toronto M7A 1A2**
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*Hon. C.J. (Bud) Wildman, NDP*
*(Algoma)*
Whitney Block, 6th Flr.
99 Wellesley St. W.
**Queen's Park, Toronto M7A 1W3**
416-965-1301

*Fred Wilson, NDP*
*(Frontenac-Addington)*
175 Bloor St. E., Ste. 400
**Toronto M4W 3R8**
416-326-5081

*Gary Wilson, NDP*
*(Kingston and the Islands)*
77 Bloor St. W., 6th Flr.
**Toronto M7A 2R9**
416-965-0334

*Jim Wilson, PC*
*(Simcoe West)*
Legislative Bldg., Rm. 123N
**Queen's Park, Toronto M7A 1A2**
416-965-8983

*David Winninger, NDP*
*(London South)*
700 Bay St., 3rd Flr.
**Toronto M5G 1Z6**
416-326-0123

*Jim Wiseman, NDP*
*(Durham West)*
Legislative Bldg., Rm. 414N
**Queen's Park, Toronto M7A 1A2**
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*Elizabeth Witmer, PC*
*(Waterloo North)*
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**Queen's Park, Toronto M7A 1A2**
416-965-4186

*Len Wood, NDP*
*(Cochrane North)*
Whitney Block, 6th Flr.
99 Wellesley St. W.
**Queen's Park, Toronto M7A 1W3**
416-965-4203

*Hon. Elaine Ziemba, NDP*
*(High Park-Swansea)*
77 Bloor St. W., 5th Flr.
**Toronto M7A 2R9**
416-965-6202

SPEAKER OF THE LEGISLATIVE ASSEMBLY — LEGISLATIVE 2
Legislative Bldg.
Queen's Park, Toronto M7A 1A2
416-965-2331

As the Chief Presiding Officer, the Speaker of the Legislative Assembly is responsible for both policy and operations of the Legislative Precinct which includes the Legislative Building, its surrounding grounds and the 1st and 2nd floors of the Whitney Block. The Speaker also chairs the **Board of Internal Economy** which governs the Assembly's financial affairs, including the review of the estimates. The office includes the **Sergeant-at-Arms** (965-4625), the **Pages** (965-1405) employed during sessions, and the **Legislative Attendants** (965-2086) and provides information on the schedule of sittings and sessions of the **Legislature**.

## CLERK OF THE LEGISLATIVE ASSEMBLY

CLERK OF THE LEGISLATIVE ASSEMBLY — LEGISLATIVE 3
Legislative Bldg.
Queen's Park, Toronto M7A 1A2
416-965-2700
(Collect calls accepted)
Fax 416-965-4040

The Clerk is the chief permanent officer of the Legislative Assembly, with the rank and status of a Deputy Minister. Responsibilities include advising the Speaker and members of the **Legislature** on questions of procedure and interpretation of rules and practices of the House. The Clerk's Office provides advice on drafting motions and on Petitions to Parliament.

The Clerk is also Secretary of the Ontario Branch of the **Commonwealth Parliamentary Association**, with responsibility for coordinating the activities of the branch and the Legislature with other Parliaments.

COMMITTEES BRANCH LEGISLATIVE 4
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Queen's Park, Toronto M7A 1A2
416-963-1300
(Collect calls accepted)
Fax 416-324-4617

The Committees Branch provides procedural and administrative support to **standing** and **select committees** of the Legislative Assembly, and offers advice and assistance on the drafting of motions relating to committee business. The branch will answer questions about parliamentary procedure in committees, matters referred to and being considered in committees, and dates and times of committee meetings. Callers will be referred to specific committee clerks for more detailed information on committee matters.

JOURNALS BRANCH LEGISLATIVE 5
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The Journals Branch coordinates daily publication of the **Orders and Notices** paper, **Votes and Proceedings** and daily Business paper. These documents, which contain the matters before the House, are the official record of the activities of the Legislature. The branch compiles and distributes an interim and final **Status of Business Report** for each Session, consisting of information on legislation, expenditure estimates, committee orders of reference, speakers on the Throne and Budget Debates, Sessional Papers and resolutions considered by the House. All current Sessional documents tabled in the House are retained in the Clerk's Office, and available for public inspection. Disclosures with respect to holdings and interests of all Members of the House are filed with the Clerk, and available for public inspection in this office. The branch will also answer questions on the status of **legislation (bills)** from current and previous Sessions of the Legislature.

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HANSARD REPORTING SERVICE LEGISLATIVE 7
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The Hansard Reporting Service covers the sittings of the **Legislature** of Ontario and its committees, and publishes an official report **(Hansard)**. Index information on Hansard for the current session of the Legislature can be obtained by calling 965-2159. Hansard is distributed to each Member of Provincial Parliament (MPP) and can also be obtained by

personal shopping at the Publications Ontario Bookstore, 880 Bay St., Toronto, (326-5320), and most libraries. For subscriptions, contact Sessional Subscriptions, Publications Ontario, Ministry of Government Services, 5th Flr., 880 Bay St., Toronto, M7A 1N8 (326-5311/5310 or Toll-free 1-800-668-9938).

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**OFFICE OF THE EXECUTIVE DIRECTOR ASSEMBLY SERVICES**

OFFICE OF THE EXECUTIVE LEGISLATIVE 9
DIRECTOR ASSEMBLY SERVICES
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99 Wellesley St. W.
Queen's Park, Toronto M7A 1A2
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The Office of the Executive Director of Assembly Services is responsible for the overall administration of Accommodation and Building Services for the Legislative Assembly. The service areas are Accommodation and Building Services, Restoration and Renovation, Food Services, Parliamentary Public Relations and the Barber Shop.

PARLIAMENTARY PUBLIC RELATIONS LEGISLATIVE 10
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416-965-4028

Parliamentary Public Relations conducts, in both English and French, individual and group **tours** of the **Legislative** Building. Multilingual tours are also available. Legislative information officers explain the history of the building, discuss the workings of Ontario's parliamentary system, and answer questions. **Art** tours of the Legislative Building can be booked upon request. An outreach program is also available. During sessions, the office will process passes for the public galleries.

An **information service** for the visiting public is located at the main entrance to the Legislative Building. Staff answer questions and provide tourist information on attractions in Toronto and Ontario. A gift shop containing Ontario **souvenirs** (Mastercard and Visa accepted) is located in the main lobby of the Legislature.

Parliamentary Public Relations provides assistance to the Speaker and Members of Provincial Parliament travelling outside Queen's Park as delegates of the Legislative Assembly. Programs are prepared and implemented for special guests visiting the Assembly from other jurisdictions. This office also coordinates and plans many special events in the Legislative Building.

ACCOMMODATION AND BUILDING SERVICES LEGISLATIVE 11
Whitney Block, Rm. 3540
99 Wellesley St. W.
Queen's Park, Toronto M7A 1A2
416-324-6949

**Accommodation** Services is responsible for all building maintenance, alterations, repair, capital improvement and telephone installation and repair for the Legislative Assembly. Building Services are delivered, through special agreement with the Ministry of Government Services, Legislative Services Section (965-6415) and include provision of mail, usher and messenger services, policing of parking, housekeeping, laundry and grounds maintenance.

FOOD SERVICES BRANCH LEGISLATIVE 12
Legislative Bldg., Rm. B29E
Queen's Park, Toronto M7A 1A2
416-965-2011

Food Services Branch operates the **Legislative Dining Room** which offers **Members of Provincial Parliament** (MPP's), staff and visitors, facilities for luncheons and dinners, a cafeteria for occupants of the Legislative Building, and **Steward Services** for the Dining Room and the **Press Gallery Lounge**. Catering services are provided throughout the Legislative Building.

**OFFICE OF THE EXECUTIVE DIRECTOR LEGISLATIVE LIBRARY**

OFFICE OF THE EXECUTIVE LEGISLATIVE 13
DIRECTOR LEGISLATIVE LIBRARY
Legislative Bldg.
Queen's Park, Toronto M7A 1A2
416-965-4545

The Legislative Library provides reference and information services to **Members of Provincial Parliament** (MPPs) and staff, officers of the Legislative Assembly, caucus staff for the three parties, and members of the Legislative Press Gallery. A **research** service is offered exclusively for MPPs. The Library's collection includes extensive social science and legal materials; Canadian, provincial and United States government **publications**; and major daily and weekly Ontario newspapers. MPPs may obtain press clippings from selected **newspapers** through the **Press Clipping Service**, 700 Bay St., Ste. 1402 (965-2088).

The **Checklist and Catalogue Service**, 180 Bloor St. W., 5th Flr. (963-1995) compiles a bilingual monthly checklist and annual catalogue of Ontario Government publications.

**OFFICE OF THE CONTROLLER**

OFFICE OF THE CONTROLLER LEGISLATIVE 14
Whitney Block, 2nd Flr.
99 Wellesley St. W.
Queen's Park, Toronto M7A 1A2
416-965-9494

The Office of the Controller is responsible for the overall administration of financial, human resource, information systems and purchasing services for the Legislative Assembly. The Controller's Office acts as secretariat to the Assembly's Board of Internal Economy.

LEGISLATIVE INFORMATION SYSTEMS BRANCH LEGISLATIVE 15
Legislative Bldg.
Queen's Park, Toronto M7A 1A2
416-965-1530

The Legislative Information Systems Branch (LIS) is responsible for providing information technology systems and support to the Members, their staff and other service branches of the Assembly.

The Members' System provides all Members' offices with office automation services and links them with their caucus offices and the support service branches of the Assembly.

Information Systems Services are supported by LIS through the following three sections:

User Education and Support offers a range of education and training options including classroom instruction, self-paced training and one-on-one instruction. It also provides direct user support.

Systems Planning and Development is responsible for coordinating the planning, development and implemention of technology based common systems for the Assembly.

Systems Administration manages the daily operations of the Member's System, the Library OA (Office Automation) System and connects these systems networks to the users. This section also provides technical expertise in data communication, micro-computers and systems documentation requirements.

FINANCE BRANCH LEGISLATIVE 16
Whitney Block, 2nd Flr., Rm. 2630
99 Wellesley St. W.
Queen's Park, Toronto M7A 1A2
416-965-9489

The Finance Branch provides the Members of the Legislative Assembly, its executives and program managers with accounting services which include financial reporting, accounts payable, payroll, revenue and accounts receivable. The branch offers financial planning and analysis services which include the coordination of annual resource allocation for estimates; management reporting systems development; financial policy development and advice.

HUMAN RESOURCES BRANCH LEGISLATIVE 17
Whitney Block, 2nd Flr., Rm. 2540
99 Wellesley St. W.
Queen's Park, Toronto M7A 1A2
416-965-9492
Fax 416-324-4867

The Human Resources Branch offers personnel services such as recruitment, staffing, training and development, staff relations, policy development and establishment of classification, compensation, and benefits. Benefits administration is also provided for MPPs and their staff, and all caucuses. The branch administers student coop programs and the Ontario Legislative **Internship Program**.

SUPPLY AND SERVICES BRANCH LEGISLATIVE 18
Whitney Block, 2nd Flr., Rm. 2420
99 Wellesley St. W.
Queen's Park, Toronto M7A 1A2
416-965-6222
Fax 416-963-3073

Supply and Services Branch provides purchasing, central receiving and coordination of assets for the Legislative Assembly. The branch also coordinates all furniture, equipment and telephone requirements for constituency offices across Ontario.

COMMISSION ON ELECTION FINANCES LEGISLATIVE 19
151 Bloor St. W., Ste. 800
Toronto M5S 1S4
416-965-0455
Fax 416-324-3430

The Commission on Election Finances administers the **Election Finances Act**, 1986, which provides for registration of Ontario's **political** parties, constituency (riding) associations, candidates in by-elections and provincial elections, and leadership contestants. During a provincial **election** campaign, the Commission supervises limits on campaign expenses and political contributions to registered parties, constituency associations and candidates, and imposes a time period for **advertising**.

Political parties and candidates may obtain **subsidies** for campaign expenses by filing audited campaign period statements of income and expenses, and annual financial statements, including assets and liabilities. Tax credit receipts are provided for contributions, within set limits, to parties, riding associations and candidates. Leadership contestants must file audited financial statements of income, including a list of contributions over $100, and expenses. There are no limits on contributions, but also no tax credits for leadership contestants. All filings are made public.

Section 72 of the Legislative Assembly Act requires the Commission to review annually the indemnities and allowances of members of the Assembly. Recommendations are reported to the Speaker for presentation to the Assembly.

The Commission also administers Part III of the **Municipal Elections Act**, providing for the registration of candidates at a local government election. Municipal candidates must also file campaign period statements of income and expenses. The Municipal Elections Act imposes limits on contributions and expenses and provides for a tax credit or rebate system.

CHIEF ELECTION OFFICER LEGISLATIVE 20
51 Rolark Dr.
Scarborough M1R 3B1
416-321-3000
Fax 416-321-6853

Under the **Ontario Election Act**, the Office of the Chief Election Officer (Elections Ontario) conducts provincial elections. It coordinates appointment, training and payment of **election** officials, and arranges rentals, equipment and supplies for polling places. Other responsibilities include directing and supervising local Returning Officers in 130 **electoral districts**; providing a public information film, "Securing the Vote"; and publishing **historical** information, dating back to 1867, about provincial elections. The office maintains an Index of Provincial Electoral Districts by street name and number to assist persons seeking their electoral district and the name, telephone number and contact address of their **Member of**

**Provincial Parliament** (MPP). See the Legislative Assembly entry for a list of MPPs and their constituency offices.

GOVERNMENT CAUCUS OFFICE LEGISLATIVE 21
Legislative Bldg.
Queen's Park, Toronto M7A 1A2
416-965-1291
416-965-3311 NDP Caucus

The New Democratic Party (NDP) is at present the party in power. Each Member of Provincial Parliament (MPP) belonging to the New Democratic Party is part of the Government Caucus. The **Caucus** deliberates policies and programs which will become part of **legislation** to be introduced in the Legislature. Specific committees are responsible for certain areas. The Caucus Office has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. Each Caucus has a Caucus Chair whose responsibility is to conduct regular Caucus meetings. Each MPP has a constituency office to serve the needs of the people that he or she represents (see list under the Legislative Assembly entry).

LIBERAL PARTY CAUCUS OFFICE LEGISLATIVE 22
Legislative Bldg.
Queen's Park, Toronto M7A 1A2
416-965-8512

The Liberal Party (LIB) is currently the Official Opposition to the Ontario Government. Each Member of Provincial Parliament (MPP) belonging to the LIB takes part in the LIB **Caucus**. The Caucus Office handles inquiries from the public and other governmental jurisdictions about Caucus policies and activities. The Caucus has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all members informed on votes expected in the Legislature. Each MPP has a constituency office to serve the needs of the people that he or she represents (see list under the Legislative Assembly).

PROGRESSIVE CONSERVATIVE PARTY CAUCUS OFFICE LEGISLATIVE 23
Legislative Bldg., Rm. 171
Queen's Park, Toronto M7A 1A2
416-965-2337

Each Member of Provincial Parliament (MPP) representing the Progressive Conservative Party (PC) belongs to the Progressive Conservative Party **Caucus**. The Caucus Office has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. Assistance is provided to PC Caucus Members by PC Research 963-3140, PC Communications 963-3997, and PC Administration 965-2036. The Caucus, Research, and Communications offices respond to inquiries and requests for assistance from the public. The Office of the Leader of the PC Party can be contacted at 965-1676. In addition, to his/her Queen's Park office each Progressive Conservative MPP has a local constituency office to serve the needs of the people that he or she represents (see list under the Legislative Assembly entry).

OMBUDSMAN LEGISLATIVE 24
125 Queen's Park
Toronto M5S 2C7
416-586-3300
Toll-free 1-800-263-1830 (English)
Toll-free 1-800-387-2620 (French)
Fax 416-586-3485

The Ombudsman's Office administers the Ombudsman Act. An officer of the Legislature of Ontario, the Ombudsman investigates, with specified exceptions, any decision, recommendation, act or omission made by a Ministry or agency of the Ontario Government. Annual reports are presented to the Speaker of the Legislature. Complaints should be made in writing; however, complainants can visit or call the above multilingual office, or those listed below. Ombudsman offices are also listed in all Ontario telephone directories under "Ombudsman Ontario":

100 Chipman St., Unit 10
**Kenora P9N 4E4**
807-468-2851

402 Adelaide St. N.
**London N6B 3H6**
519-675-7741

450 Main St. W., Unit 2
**North Bay P1B 2V3**
705-476-5800

308-151 Slater St., Unit 308
**Ottawa K1P 5H3**
613-239-1487

500 Bay St.
**Sault Ste. Marie P6A 1X5**
705-759-2871

21 Durham St.
**Sudbury P3C 5E2**
705-671-9880

213 Red River Rd.
**Thunder Bay P7B 1A5**
807-345-9235

30-32 Balsam St. S.
**Timmins P4N 2C6**
705-268-2161

232 Erie St. W., Main Flr.
**Windsor N9A 6B5**
519-977-8006

PROVINCIAL AUDITOR LEGISLATIVE 25
Atrium on Bay
Box 105
20 Dundas St. W.
Toronto M5G 2C2
416-974-9866
Toll-free 1-800-668-8516
Fax 416-324-7012

Appointed under the **Audit Act**, the Provincial Auditor examines the accounts of the province and agencies of the Crown, and makes annual reports to the Legislature. Audited financial statements of the province, some **agencies** of the Crown and **Crown corporations** are reproduced in the Public Accounts of Ontario, Volumes I and II. These publications and the Annual Report of the Provincial Auditor may be obtained by personal shopping from Publications Ontario, 880 Bay St., Toronto or through mail order at 416-326-5300.

INFORMATION AND PRIVACY COMMISSIONER/ONTARIO — LEGISLATIVE 26

80 Bloor St. W., Ste. 1700
Toronto M5S 2V1
416-326-3333
Toll-free 1-800-387-0073

The Information and Privacy Commissioner oversees Ontario's **Freedom of Information** and Protection of Privacy Act, 1987 and effective January 1, 1991 will oversee the **Municipal Freedom of Information and Protection of Privacy Act**, 1989. The Commissioner is responsible for ensuring that provincial ministries, agencies and other bodies covered by the provincial legislation, as well as municipalities, and local agencies, boards and commissions subject to the Municipal Act, comply with the legislation and apply the standards of privacy protection required by the law. The Commissioner also reviews decisions by government institutions where access to information has been denied to a member of the public. The Commissioner reports directly to the Legislative Assembly.

COMMISSION ON CONFLICT OF INTEREST — LEGISLATIVE 27

101 Bloor St. W., 4th Flr.
Toronto M5S 2Z7
416-324-4440

The Conflict of Interest Commissioner is responsible for ensuring all Members of the Legislative Assembly and Executive Council comply with the **Members' Conflict of Interest Act**, 1988. He is also responsible for filing Members' public disclosure statements, which are available for public examination with the Clerk of the Legislative Assembly; and he has the right to conduct an inquiry and make a report. The Commissioner reports annually to the Speaker of the Assembly.

## ACTS

ACTS — LEGISLATIVE 28

The Office of the Legislative Assembly is responsible for the Acts listed below.

Election Act, 1984
Election Finances Act, 1986
Legislative Assembly Act
Legislative Assembly Retirement Allowances Act
Members' Conflict of Interest Act, 1988
Ombudsman Act

# MINISTER RESPONSIBLE FOR PROVINCIAL ANTI-DRUG STRATEGY

MINISTER RESPONSIBLE FOR PROVINCIAL ANTI-DRUG STRATEGY — ADS 1

700 Bay St., 12th Flr.
Toronto M5G 1Z6
416-324-7279
Toll-free 1-800-465-5673
Fax 416-324-7344

The Minister for the Provincial Anti-Drug Strategy is responsible for the design and implementation of the Government's strategy against illegal drug use. The program's primary goal is the reduction of **drug** abuse in the Province of Ontario.

# MINISTRY OF AGRICULTURE AND FOOD

**801 Bay St.**
**Toronto M7A 2B2**

The Ministry of Agriculture and Food is one of the oldest ministries in the Ontario Government. Prior to the formation of the Ontario Department of Agriculture in 1888, agricultural administration in Upper Canada was handled by a Board of Agriculture, later named the Bureau of Agriculture. In 1965, the name was changed to the Department of Agriculture and Food and subsequently, Ministry, to reflect its responsive role in the entire food production system.

The Ministry of Agriculture and Food is divided into major groups: Agricultural and Rural Services and Food Industry, headed by Assistant Deputy Ministers; Finance and Administration, Policy and Programs, Education and Research, Quality and Standards, Crop Insurance and Stabilization, headed by Executive Directors; all reporting to Deputy Minister.

Agricultural and Rural Services has seven branches: Agricultural Representatives; Plant Industry; Animal Industry; Farm Assistance; Rural Organizations and Services; Land Use Planning; Resources Management and its Engineering Resources Unit.

Food Industry has two branches and one unit: the Food Industry Competitiveness Branch; the Market Development Branch, with five sections, several out-of-province offices and the Business Development Unit.

Education and Research is responsible for five agricultural colleges, the Horticultural Research Institute of Ontario and the Ontario Agricultural Museum.

Quality and Standard have five branches and two units: Agriculture and Food Laboratory Services and its Enhanced Food Quality and Safety Project; Livestock Inspection and its Investigative Unit; Dairy Inspection and its Financial Protection Unit; Fruit and Vegetable Inspection; Veterinary Laboratory Services.

Policy and Programs has two branches: Policy Analysis and Program Coordination.

Finance and Administration is responsible for five branches: Financial and Support Services; Human Resources; Audit Services; Management Systems; Guelph Development Project. The Employment Equity Program is also the responsibility of this area.

Crop Insurance and Stabilization is responsible for the Crop Insurance Commission of Ontario and the Farm Income Stabilization Commission.

Reporting directly to the Deputy Minister are Communications Branch, which provides services and advice to all segments of the Ministry, French Language Services and Legal Branch. A Special Advisor, Technology also reports directly to the Deputy Minister.

## DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH — AG & FOOD 1
801 Bay St., 12th Flr.
Toronto M7A 2B2
416-326-3020

The Communications Branch supports Ministry programs and policies by providing information in English and French to the media and the public through news releases, radio and television, educational videotapes, films, publications and exhibits.

CONSUMER INFORMATION CENTRE AG & FOOD 2
801 Bay St., Main Flr.
Toronto M7A 2B2
416-326-3400
Fax 416-326-3175

The Consumer Information Centre is a storefront operation for the Ministry. This Centre was established in November 1983, to provide an information and referral service to the public in the areas of general **agriculture, horticulture** and **food** and **nutrition**. The Centre is open Monday to Friday, 8:30am - 4:30pm.

The Centre is responsible for the distribution of Ministry of Agriculture and Food **publications** to the general public.

FRENCH LANGUAGE SERVICES AG & FOOD 3
801 Bay St., 8th Flr.
Toronto M7A 2B2
416-326-3371

The French Language Services Coordinator provides guidance and assistance to all levels of management relating to the planning, effective delivery and monitoring of programs, activities and services in French, within the Ministry's guidelines.

The Coordinator acts as the Deputy Minister's advisor on the provision of French language services, keeping informed of the needs and concerns of the Franco-Ontarian community, communicating the information to the Deputy Minister and the Ministry, and making constructive recommendations.

LEGAL BRANCH AG & FOOD 4
801 Bay St., 10th Flr.
Toronto M7A 2B2
416-326-3384

The Legal Branch counsels the Ministry on legal matters, including interpretation of statutes and regulations, and preparation and review of proposed legislation, regulations and other legal documents. The branch also supplies the Ministry with general legal services such as preparing litigation, settling claims and acting as legal counsel at court hearings.

## AGRICULTURAL AND RURAL SERVICES DIVISION

AGRICULTURAL REPRESENTATIVES BRANCH AG & FOOD 5
Guelph Agriculture Centre
Box 1030
Guelph N1H 6N1
519-767-3150

**Agricultural** representatives (ag reps) in 54 county and district offices located throughout the province conduct **education** programs, provide advisory services and administer government programs designed to assist farmers in the management of their **farm** operations.

The **Farm Management Program** encourages and assists farmers to use their resources effectively to make their farms productive and profitable. The program comprises financial and **business** management, **livestock** management, and **soils** and **crops** management assistance. Ag reps advise farmers on financial matters e.g., business analysis, estate planning, pricing, marketing, accounting, and overall farm planning.

Livestock management provides information and advice to producers on the economics of production, choice and size of enterprise, feed evaluation, storage and handling, testing, herd and flock health, marketing, etc.. Soils and crops management assistance concentrates on the economics of production, tillage, land use, erosion control, fertilizer recommendations, **weed, insects** and **disease** control, variety selection, crop handling and storage systems, crops **insurance**, drainage and irrigation.

Branch staff administer the **Northern Ontario Assistance Program**, which is funded by the Ministry of Northern Development and Mines and provides **financial assistance** to Northern Ontario farmers.

For a list of county and district offices, see the County and District Field Offices entry.

## COUNTY AND DISTRICT FIELD OFFICES AG & FOOD 6

The Ministry of Agriculture and Food has 54 county and district offices, staffed by employees of the the Agricultural Representatives Branch and specialists from other branches. These offices provide access to all Ministry programs, services and resources.

**Agricultural** representatives (ag reps) and specialists offer a wide range of Ministry programs and services. Working closely with farmers, producers and others involved in the agricultural and **food** industries, ag reps provide information, advice, **educational** meetings, workshops, and in-depth short courses for groups. All specialists in the Ministry's programs can be located by calling any county or district office.

Agriculture and Food factsheets, and bulletins which supply basic information on a wide variety of agricultural topics, are available in county and district offices. **Radio** and **television broadcasts** offer information and educational programs in individual counties and districts. Field offices are listed below with telephone numbers for local calls, Zenith calls, and Inwatts service.

*Algoma District Office*
341 Trunk Rd.
**Sault Ste. Marie P6A 3S9**
705-253-1161
Toll-free 1-800-461-2234

*Brant County Office*
515 Park Road N., Unit 7
**Brantford N3R 7K8**
519-759-4190
Zenith 19750

*Bruce County Office*
Box 1330, 10 Jackson St.
**Walkerton N0G 2V0**
519-881-3301
Toll-free 1-800-265-3023/4

*Carleton Office*
26 Thorncliff Pl.
**Nepean K2H 6L2**
613-828-9167
Zenith 13510

*Cochrane (North) District Office*
Experimental Farm
**Kapuskasing P5N 2X9**
705-335-5828
Zenith 43340

*Cochrane (South) District Office*
Box 608, 4th Ave.
**Matheson P0K 1N0**
705-273-2509
Zenith 34920

*Dufferin County Office*
R. R. 4, Mono Plaza, Hwy. 10 N.
**Orangeville L9W 2Z1**
519-941-3830
Zenith 98750

*Dundas County Office*
Box 488, 457 Main St.
**Winchester K0C 2K0**
613-774-2313
Toll-free 1-800-267-7603

*Durham East Office*
234 King St. E.
**Bowmanville L1C 1P5**
416-623-3348
Toll-free 1-800-263-8023

*Durham West Office*
Box 309, 16 Bascom St.
**Uxbridge L0C 1K0**
416-852-3328
Toll-free 1-800-263-3251

*Elgin County Office*
Box 2027
R. R. 5
**St. Thomas N5P 3X1**
519-631-4700
Toll-free 1-800-265-4377/8

*Essex County Office*
46 Fox St.
**Essex N8M 2S2**
519-776-7361
Toll-free 1-800-265-5836

*Frontenac County Office*
Box 651, 1055 Princess St.
**Kingston K7L 4X1**
613-545-4360
Zenith 35050

*Glengarry County Office*
Box 579, Main St. E.
**Alexandria K0C 1A0**
613-525-1046
Toll-free 1-800-267-1722

*Grenville County Office*
Box 2004, Ont. Gov't. Bldg.
**Kemptville K0G 1J0**
613-258-8295
Toll-free 1-800-267-7953

*Grey County Office*
181 Toronto St. S.
**Markdale N0C 1H0**
519-986-2040
Toll-free 1-800-265-9152/3

*Haldimand Office*
Box 129, Cayuga St.
**Cayuga N0A 1E0**
416-772-3381
Zenith 46710

*Halton Office*
17 Wilson Dr.
**Milton L9T 3J7**
416-878-2314
Zenith 33440

*Hastings County Office*
Box 340, 234 North St.
**Stirling K0K 3E0**
613-395-3393
Toll-free 1-800-267-2842

*Huron County Office*
Box 159, 20 King St.
**Clinton N0M 1L0**
519-482-3428
Toll-free 1-800-265-5170/1

*Kenora District Office*
Ontario Govt. Bldg.
Box 3000, 479 Government St.
**Dryden P8N 3B3**
807-223-2415
Toll-free 1-800-465-7213

*Kent County Office*
Box 726
435 Grand Ave. W.
**Chatham N7M 5L1**
519-354-2150
Zenith 33440

*Lambton County Office*
Box 730, 360 Highway 21
**Petrolia N0N 1R0**
519-882-0180
Toll-free 1-800-265-1441

*Lanark County Office*
10 Sunset Blvd.
**Perth K7H 2Y2**
613-267-1063
Zenith 33440

*Leeds County Office*
Box 635, 333 California Ave., Unit 15
**Brockville K6V 5V8**
613-342-2124
Zenith 46320

*Lennox & Addington County Office*
41 Dundas St. W.
**Napanee K7R 1Z5**
613-354-3371
Zenith 18210

*Manitoulin District Office*
Box 328
**Gore Bay P0P 1H0**
705-282-2043
Zenith 64720

*Middlesex County Office*
50 King St.
**London N6A 2P2**
519-434-6811
Toll-free 1-800-265-4750

*Muskoka & Parry Sound District Office*
Box 130, 8 Centre St. N.
**Huntsville P0A 1K0**
705-789-8886
Toll-free 1-800-461-9676

*Niagara (Vineland) Office*
Victoria Ave. N.
**Vineland Station L0R 2E0**
416-562-4147
Zenith 47710

*Niagara (Fenwick) Office*
726 Canboro Rd.
**Fenwick L0S 1C0**
416-892-4741
Toll-free 1-800-263-1031

*Nipissing District Office*
222 McIntyre St. W.
**North Bay P1B 2Y8**
705-474-3050
Toll-free 1-800-461-6132

*Norfolk Office*
Box 587, Blue Line Rd.
**Simcoe N3Y 4N5**
519-426-7120
Zenith 38300

*Northumberland County Office*
Box 8200, 95 Dundas St.
**Brighton K0K 1H0**
613-475-1630
Zenith 34920

*Oxford County Office*
Box 666, Hwy. 59 N.
**Woodstock N4S 7Z5**
519-537-6621
Toll-free 1-800-265-7896

*Peel Office*
35 Van Kirk Dr., Unit 9
**Brampton L7A 1A5**
416-451-5474
Zenith 43350

*Perth County Office*
413 Hibernia St.
**Stratford N5A 5W2**
519-271-0280
Toll-free 1-800-265-8502

*Peterborough County Office*
55 George St. N.
**Peterborough K9J 3G2**
705-745-2403
Zenith 16310

*Prescott County Office*
Box 110, Hwy 17 E.
**Plantagenet K0B 1L0**
613-673-5115
Zenith 48110

*Prince Edward County Office*
Box 470, Hwy. 33 W.
**Picton K0K 2T0**
613-476-3224
Zenith 98750

*Rainy River District Office*
Box 210, Front St.
**Emo P0W 1E0**
807-482-2310
Toll-free 1-800-465-2917

*Renfrew County Office*
315 Raglan St. S.
**Renfrew K7V 1R6**
613-432-4841
Toll-free 1-800-267-8816

*Russell County Office*
735 Notre Dame St.
**Embrun K0A 1W1**
613-443-3391
Toll-free 1-800-267-7606

*Simcoe (North) County Office*
Box 340, 144 Yonge St. S.
**Elmvale L0L 1P0**
705-322-2231
Toll-free 1-800-461-9626

*Simcoe (South) County Office*
Box 370, 509 Victoria St. E.
**Alliston L0M 1A0**
705-435-5521
Zenith 43340

*Stormont County Office*
Box 97, Centennial Dr.
**Avonmore K0C 1C0**
613-346-2143
Toll-free 1-800-267-1726

*Sudbury District Office*
1899 LaSalle Blvd.
**Sudbury P3A 2A3**
705-566-1630
Toll-free 1-800-461-7176

*Thunder Bay District Office*
Ont. Govt. Bldg.
435 James St. S.
**Thunder Bay P7E 6E3**
807-475-1631
Toll-free 1-800-465-5026

*Temiskaming District Office*
Box "G", Hwy. 11B N.
**New Liskeard P0J 1P0**
705-647-6701
Zenith 16310

*Victoria County Office*
322 Kent St. W.
**Lindsay K9V 2Z9**
705-324-6125
Toll-free 1-800-461-0329

*Waterloo Office*
279 Weber St. N.
**Waterloo N2J 3H8**
519-884-5390
Zenith 46320

*Wellington County Office*
R. R. 1
**Fergus N1M 2W3**
519-846-0941
Toll-free 1-800-265-8332

*Wentworth County Office*
R. R. 1, 617 Hwy. 53 E.
**Ancaster L9G 3K9**
416-527-2995
Toll-free 1-800-263-8520

*York Office*
1110 Stellar Dr., Unit 102
**Newmarket L3Y 7B7**
416-895-4519
Toll-free 1-800-263-3241

PLANT INDUSTRY BRANCH AG & FOOD 7
Guelph Agriculture Centre
P. O. Box 1030
Guelph N1H 6N1
519-767-3173

The Plant Industry Branch provides information at local offices throughout the province on the commercial production of field crops and **horticultural crops**. The transition crop team compiles information and investigates the feasibility of introducing alternate crops for Ontario farmers. Information is made available to **commercial growers** on safety and correct use of **pesticides**. The branch is responsible for administration of the **Weed Control Act** through municipally appointed inspectors. Complaints should be directed to the municipality. The **Agroclimatology** Group provides input into farm weather forecasts and methods of dissemination, and coordinates accumulation of climate data from agricultural production areas.

ANIMAL INDUSTRY BRANCH AG & FOOD 8
Guelph Agriculture Centre
P. O. Box 1030
Guelph N1H 6N1
519-767-3118

**Livestock** advisory and **veterinary** extension services on management, **health** maintenance of cattle, swine, sheep and goats are provided to producers, veterinarians and agribusiness in Ontario. The branch promotes the production of systems to maintain and enhance the safety and quality of food, through livestock improvement programs (**Record of Performance, ROP**), extension education and feed advisory services, and provides **financial support** to veterinary services in designated areas where livestock farms are sparsely located.

The branch also administers acts concerning brands and livestock pounds; inspects and issues **licences** to riding **horse** establishments, suppliers of **laboratory animals**, sellers (other than pharmacists and veterinarians) of livestock **medicines** and providers of **artificial insemination** services for livestock; inspects **dog** pounds; inspects and **registers** facilities that use animals for **research**, coordinates the **Red Meat II Program** in cooperation with the Agricultural Representatives Branch.

FARM ASSISTANCE PROGRAMS BRANCH AG & FOOD 9
801 Bay St., 10th Flr.
Toronto M7A 2B2
416-326-3492

The Farm Assistance Programs Branch is responsible for agricultural financial policy (**grants** and **subsidies**), **credit** and **taxation** policy, assessment of existing programs, development of new programs and program administration. It provides **information** about financial policies and financial assistance programs in **agriculture**.

The branch administers the following programs: **Farm Income Assistance Program**; **Ontario Beginning Farmer Assistance Program; Ontario Farm-Start; Ontario Young Farmer Credit Program; Junior Farmer Loan Corporation; Operating Loan Guarantee Program; Ontario Seasonal Housing Assistance Program; AgriNorth; Community Pastures; Agriculture Rural Development Agreement** (Farm Enlargement, Part V); **Dog Licensing** And Livestock And Poultry Protection Act; Hunter Damage Compensation **Act; Bear Damage to Livestock Compensation Program; Damage to Honey Bee Colonies by Bears; Rabies Indemnification Program; Purebred Beef Cattle Sales Assistance Policy; Purebred Dairy Cattle Sales Assistance Policy; Purebred Sheep Sales Assistance Policy; Swine Sales Assistance Policy;**

**Transportation of Livestock Exhibits Assistance Program; Poultry Shows Assistance Program, Special Livestock Shows Assistance Program 1979 (Commercial); Canadian Western Agribition Livestock Transportation Assistance Program; Artificial Insemination of Livestock Act; Northern Ontario Livestock Transportation Assistance Policy; Livestock Improvement Program for Northern Ontario.**

The branch also administers the **Ontario Farm Tax Rebate Program**.

For further information such as eligibility criteria, the application process and management of these programs, contact the local Ministry of Agriculture and Food county or district office (see list under the County and District Field Offices entry).

RURAL ORGANIZATIONS AND SERVICES BRANCH — AG & FOOD 10
Guelph Agriculture Centre
P. O. Box 1030
Guelph N1H 6N1
519-767-3523

Branch services are administered at the Guelph Agriculture Centre and provided through the Ministry's 54 county or district offices.

The branch coordinates the **4-H Program** for rural **youth** and the **Junior Agriculturalist Program** for urban youth seeking summer experience on **farms**.

Advisory services and resources are offered to rural and **agricultural** organizations. The branch provides **volunteer leadership** training, publications and up-to-date resources to individuals, rural organization members and consumers. Continuing **education** programs are developed and conducted on organizational development, strategic and program planning, **foods** and **nutrition**, and other topics. **Agriculture in the Classroom** resources complement primary, elementary and secondary school programs.

LAND USE PLANNING BRANCH — AG & FOOD 11
801 Bay St., 8th Flr.
Toronto M7A 2B2
416-326-3131

The Land Use Planning Branch ensures that appropriate government policies are developed and implemented to protect Ontario's prime agricultural areas from competing or incompatible land uses. The branch reviews all **land use planning** and development proposals for conformity with the province's **agricultural** land use planning policies. Under the provisions of the **Farm Practices Protection Act**, the branch assists in handling complaints about odor, noise or dust arising from farms. The Operations Division of the Ministry of Environment conducts initial investigations of complaints. The branch administers the **Non-resident Agricultural Land Interests Registration Act**, which requires non-residents of Canada to register agricultural land interests of more than 25 acres. Land use specialists are located in the Ministry's county offices in Ancaster, Fergus, Elmvale, Lindsay, Kemptville, Napanee, Newmarket, St. Thomas, and Walkerton. Addresses are included in the list of county and district offices found in the County and District Field Offices entry.

RESOURCES MANAGEMENT BRANCH AG & FOOD 12
WATER MANAGEMENT SECTION
Guelph Agriculture Centre
P. O. Box 1030
Guelph N1H 6N1
519-767-3561

The Water Management Section administers the **Tile Drainage Act** and the **Drainage Act (financial assistance** to **municipalities** and farmers for the improvement of **farm** land) and the **Agricultural Tile Drainage Installation Act (licences** for installers of tile drainage systems on farm land). The Drainage Referee and the Drainage Tribunal handle appeals under the Drainage Act. The branch provides a Ministry focus for review and development of agricultural water management programs and policies.

RESOURCES MANAGEMENT BRANCH AG & FOOD 13
SOIL SURVEY AND SOIL CONSERVATION SECTION
Guelph Agriculture Centre
P. O. Box 1030
Guelph N1H 6N1
519-767-3561

Administrative program delivery is provided for the **Land Stewardship II Program**. On-farm advice is available to assist farmers in obtaining **grants** for new management practices to reduce **soil** erosion and degradation. The section also administers the **Topsoil Preservation Act**.

RESOURCES MANAGEMENT BRANCH AG & FOOD 14
ONTARIO INSTITUTE OF PEDOLOGY
Guelph Agriculture Centre
P. O. Box 1030
Guelph N1H 6N1
519-767-3561

The Ontario Institute of Pedology is comprised of **soil** scientists from the Ontario Ministry of Agriculture and Food, Agriculture Canada and the University of Guelph. The Institute is responsible for the classification and interpretation of Ontario's soils to aid Ministry staff in **land use planning**, tile **drainage**, tillage and other soil conservation programs.

RESOURCES MANAGEMENT BRANCH AG & FOOD 15
ENGINEERING RESOURCES UNIT
Centralia College
Huron Park N0M 1Y0
519-228-6691
Fax 519-228-6491

Engineering Resources Unit focuses on **agricultural engineering** matters relative to the environment, animal and crop care, agricultural worker health and safety, agricultural production and on-farm food processing.

The office functions as a direct technology transfer link between farmer and agribusiness groups, and research and development at the Colleges of Agricultural Technology, University of Guelph's School of Engineering and other research institutes around the world. Farmer and agribusiness groups are kept apprised of current engineering concepts and new technolo-

gies through articles, factsheets, information manuals, videos, computer software packages, systems, seminars, workshops, and practical on-**farm** demonstration projects.

For addresses of the county and district offices where other agriculture engineers are located, see the County and District Field Offices entry.

**FOOD INDUSTRY DIVISION**

FOOD INDUSTRY COMPETITIVENESS BRANCH AG & FOOD 16
801 Bay St., 12th Flr.
Toronto M7A 2B2
416-326-3759

The Food Industry Competitiveness Branch addresses the needs of the food industry by providing services to a range of clients in the food sector, including food processors, retailer and the food service industry.

MARKET DEVELOPMENT BRANCH AG & FOOD 17
33 Yonge St., Ste. 800
Toronto M7A 1A6
416-861-2400

Domestic Section (861-2400) and Export Section (861-2400) programs are designed to develop and expand domestic and **international** markets for Ontario-produced fresh or processed **agricultural** and **food** products.

International market development is accomplished via **export** missions, promotion programs and incoming trade delegations. Staff are located in the United Kingdom, Japan and five trade centres in the United States.

The Domestic Section manages **"Foodland Ontario"**, an advertising and promotion program for domestic market development. Staff in Sudbury and Sault Ste. Marie provide marketing advisory services for Northern Ontario.

MARKET DEVELOPMENT BRANCH AG & FOOD 18
BUSINESS DEVELOPMENT UNIT
801 Bay St., 12th Flr.
Toronto M7A 2B2
416-326-3060

The Business Development Unit's objectives are to stimulate and promote the expansion and modernization of Ontario's **food** processing **industry**. The unit encourages further value-added processing of Ontario products, particularly in those sectors where import replacement and export opportunities are strongest.

The unit provides advisory and coordinating services. Staff gather data and transmit information on important trends to the industry, and provides individual firms with advice and assistance in marketing, business policy and financial analysis.

The Business Development Unit encourages private sector capital investment through **grants** or loans to the food processing industry.

## EDUCATION AND RESEARCH DIVISION

### HORTICULTURAL RESEARCH INSTITUTE OF ONTARIO — AG & FOOD 19

Vineland Station L0R 2E0
416-562-4141

The Institute conducts **horticultural research** (including studies on **soils** and **crops**) to increase production and develop new varieties of **farm** products (e.g., **fruit** and **vegetables**, including **mushrooms** and table **wine** grapes). Responsibility for coordinating all horticultural research and service programs supported by the Ministry also rests with the Institute. It provides propagating material (cuttings, etc.) to growers and **nurseries**, and serves farmers, ornamental plant growers, food processors and wineries. Research is conducted at these locations:

*Muck Research Station*
R. R. 1
**Kettleby L0G 1J0**
416-775-3783

*Horticultural Experiment Station*
Box 587
**Simcoe N3Y 4N5**
519-426-7120

*Horticultural Experiment Station & Horticultural Products Laboratory*
**Vineland Station L0R 2E0**
416-562-4141

### COLLEGES OF AGRICULTURAL TECHNOLOGY — AG & FOOD 20

The colleges and the **University of Guelph** offer training and education diplomas in **livestock** technology, dairy technology, field crops production, fruit and vegetable production, agricultural business management, equine technology, agricultural machinery technology, agribusiness management, ornamental horticulture, quality control **laboratory**, **food** service management, and animal health technology. Home study (correspondence) courses, leading to a diploma in agriculture or horticulture are also offered by the University of Guelph. Training courses for **dairy** manufacturers, **farm** equipment mechanics and dairy and swine herdworkers are also provided by the colleges. They conduct **agricultural research** for the Ministry, including studies on livestock, **poultry**, field **crops**, **horticultural** crops, **maple syrup**, **soils**, food and **nutrition**, economics and marketing. For policy matters, please contact this Ministry's Education and Research Division, Guelph N1H 6N1, 519-767-3601.

*Collge de Technologie Agricole et Alimentaire d'Alfred*
Box 580
**Alfred K0B 1A0**
613-679-2218

*Ontario Agricultural College*
University of Guelph
**Guelph N1G 2W1**
519-824-4120, Ext.3010

*Independent Study*
*University of Guelph*
**Guelph N1G 2W1**
519-824-4120, Ext 3375

*Centralia College of Agricultural Technology*
**Huron Park N0M 1Y0**
519-228-6691

*Kemptville College of Agricultural Technology*
**Kemptville K0G 1J0**
613-258-8336

*New Liskeard College of Agricultural Technology*
**New Liskeard P0J 1P0**
705-647-6738

*Ridgetown College of Agricultural Technology*
**Ridgetown N0P 2C0**
519-674-5456

ONTARIO AGRICULTURAL MUSEUM AG & FOOD 21
144 Town Line
P. O. Box 38
Milton L9T 2Y3
416-878-8151
Fax 416-876-4530

The Ontario Agricultural Museum, which is operated by the provincial government, houses and displays tools, implements, animals and **historical** artifacts associated with the evolution of **agriculture** in Ontario. The eleven members of the Museum's Advisory Board provide advice on planning activities, policy, artifact collection and marketing. An **Artifact Valuation Committee** is in place to officially evaluate artifacts donated to the **Museum**.

Open to the general public from mid-May to September, the Museum features numerous special events and maintains an extensive **library** and **research** facility. School **tours** can be arranged between early April and early November.

**QUALITY AND STANDARDS DIVISION**

AGRICULTURE AND FOOD LABORATORY SERVICES BRANCH AG & FOOD 22
Guelph Agriculture Centre
P. O. Box 1030
Guelph N1H 6N1
519-767-3255

The Agriculture and Food Laboratory Services Branch administers the following laboratory and clinic functions.

**The Provincial Pesticide Residue Testing Laboratory Section** (University of Guelph, Bldg. 43, Guelph N1G 2W1, 519-823-8800, Ext. 4825) provides all provincial ministries with a **chemical** analytical service for the detection and measurement of residues of **pesticides** (i.e. **insecticides, herbicides**, **fungicides** acaricides, nematocides, etc.), industrial **pollutants** and heavy **metals** in **foods, plants**, **animals, fish, wildlife, soils, water** and human tissues. The section also interprets the significance of analytical results. Contact the branch, **laboratory**, or ministries involved for **research** papers and reports.

The **Pest Diagnostic and Advisory Clinic** (University of Guelph, Graham Hall, Guelph N1G 2W1, 519-824-4120, Ext. 2701) provides a service for the identification of **insects, plant diseases** and **weeds** upon receipt of carefully packed samples.

The **Nutrient Analysis Laboratory** (Ridgetown College of Agriculture Technology, Ridgetown N0P 2C0, 519-674-5456) is a reference laboratory and operates the accreditation program for private laboratories analyzing farm and home soils, greenhouse media and animal feeds for nutrients.

AGRICULTURE AND FOOD LABORATORY SERVICES BRANCH
ENHANCED FOOD QUALITY AND SAFETY PROJECT
Ontario Agricultural Museum
144 Town Line
P. O. Box 38
Milton L9T 2Y3
416-878-4969/5959

AG & FOOD 23

The Enhanced Food Quality and Safety Project is being developed to support the new laboratory complex being built in Guelph. The enhanced program will include legislative, research, communication and marketing initiatives and will be fully operational when the laboratory begins functioning in 1991. The laboratory will provide chemical and bacteriological analysis in support of OMAF's agriculture and food programs.

LIVESTOCK INSPECTION BRANCH
801 Bay St., 6th Flr.
Toronto M7A 1B3
416-326-3538

AG & FOOD 24

The Livestock Inspection Branch administers the following acts: the **Meat Inspection Act (licensing** and inspection of red meat and **poultry slaughtering plants**); the **Live Stock Community Sales Act** (licensing and inspection of live stock community sales); the **Dead Animal Disposal Act** (licensing and inspection of those involved in disposing of dead **animals**); the **Live Stock and Live Stock Products Act** (licensing **live stock** dealers under the Beef Cattle Financial Protection Program and administering the regulations pertaining to **eggs**); the **Farm Products Payments Act**; the **Sheep and Wool Marketing Act** (identifying and outlining the functions of the **Ontario Sheep Association**); the Provincial Auctioneers Act (licensing auctioneers to sell purebred live stock, by public **auction**); the **Beef Cattle Marketing Act** (providing for the licence fee for the **Ontario Cattlemen's Association**, regulating the marketing of rail weight beef carcasses); the **Farm Products Grades and Sales Act** (related to the grades of beef, veal, lamb, mutton and poultry). The branch also investigates the collection and processing of dead farm animals and all levels of the **meat industry**, particularly those operations exempt from the provisions of the Meat Inspection Act (Ontario). The provisions of the **Beef Cattle Financial Protection Program**, the **Grain Financial Protection Program**, the **Oleomargarine Act** and the **Edible Oil Products Act** are also enforced. Infractions of other regulatory legislation administered by branches within the Division, and suspected fraudulent applications of financial assistance programs are investigated upon request.

LIVESTOCK INSPECTION BRANCH
INVESTIGATIVE UNIT
801 Bay St., 6th Flr.
Toronto M7A 1B3
416-326-3559

AG & FOOD 25

The Investigative Unit is responsible for investigating infractions of regulatory legislation, suspected fraudulent applications made to the various **financial assistance** programs and all aspects of enforcement within the Ministry. It also provides a province-wide support service to all branches of the Ministry and conducts investigations into all facets of the Ministry's operations upon management's request.

DAIRY INSPECTION BRANCH AG & FOOD 26
801 Bay St., 6th Flr.
Toronto M7A 1B3
416-326-3533
Fax 416-326-3592

The Dairy Inspection Branch undertakes programs to ensure that **milk** marketed in Ontario is produced under acceptable sanitary conditions and meets safety and quality standards. Responsibilities include: inspecting **dairy farms** testing raw milk each month; **licensing**, training and inspecting milk and cream graders and testers, bulk tank milk graders; licensing, regulating, and inspecting plants manufacturing milk products, **margarine** and edible **oils**. The **laboratory** in Guelph analyzes all samples for butterfat, protein and lactose, and reports results to the **Ontario Milk Marketing Board**, which determines payment to producers. Milk utilization audits are conducted on a regular basis. The branch also monitors consumer packages for composition and fill control. For information, contact the Ministry's county and district offices (see County and District Field Offices), the Dairy Inspection Branch in Toronto or the Central Milk Testing Laboratory in Guelph.

DAIRY INSPECTION BRANCH AG & FOOD 27
FINANCIAL PROTECTION UNIT
880 Bay St., 5th Flr.
Toronto M5S 1Z8
416-326-3748
Fax 416-326-3175

The Financial Protection Unit evaluates financial responsibility of licenced applicants for the Beef Cattle, Vegetable, Potato and Grain Financial Protection Programs. The unit also works on behalf of the Financial Protection Boards in administering funds and paying claims for the following: livestock producers, and producers of processing vegetables, potatoes, grain, corn, soybeans and canola.

FRUIT AND VEGETABLE INSPECTION BRANCH AG & FOOD 28
801 Bay St., 6th Flr.
Toronto M7A 1Z7
416-326-3539

The Fruit and Vegetable Inspection Branch regulates the inspection and grading of twenty-five fruits and vegetables, in addition to flue-cured and burley **tobacco, honey, maple syrup, Christmas trees** and tomato seedlings. The branch offers technical advice to growers and producers; informs the public about marketing and sales standards of fruit, vegetables, honey and maple products; and provides market reports on seasonal **crops**.

Additional responsibilities include: **licensing** operators of controlled atmosphere **storages**, packers of apples from such storages, dealers in **fruit** and **vegetables**, and **nurseries**; controlling disease in nurseries; supervising neglected **orchards** to prevent the spread of **disease** or **insect** infestations; and administering the **Bees Act**, which requires **registration** of **apiaries**. (To register, contact Provincial Apiarist, Ministry of Agriculture and Food, 17 Wilson St., Milton, L9T 3J7, 416-878-2314.)

The branch regulates the trading and marketing of grain; issues licences to grain elevator storage operators and dealers in corn, canola and soybeans; and investigates claims under the **Grain Financial Protection Program**. This insurance program provides compensation for defaults by storage operators or dealers. The **Potato Financial Protection Program** is also administered by the branch to protect processors of potatoes from dealer default.

VETERINARY LABORATORY SERVICES BRANCH AG & FOOD 29
Guelph Agriculture Centre
P. O. Box 1030
Guelph N1H 6N1
519-767-3116

The Veterinary Laboratory Services Branch operates six laboratories that offer diagnostic, investigative, consultative and extension services to the **livestock** industry and **veterinary** practitioners. Carcasses and specimens from **animals** and **poultry** are submitted by veterinarians and farmers and tests are made to determine the cause of **disease**. The branch administers the **Ontario Hatchery Supply Flock Policy**, which involves monitoring procedures to control disease of poultry and the **Fur Farms Act**, which requires **licensing** of **fur** farmers. The laboratories are listed below:

95 Dundas St.
**Brighton K0K 1H0**
613-475-1632

Box 3612
**Guelph N1H 6R8**
519-823-8800, Ext. 4501

Nova Scotia Ave.
**Huron Park N0M 1Y0**
519-228-6691

KCAT
**Kemptville K0G 1J0**
613-258-8320

Box 790
**New Liskeard P0J 1P0**
705-647-6701

100 Main St. E.
**Ridgetown N0P 2C0**
519-674-5456, Ext. 56

**POLICY AND PROGRAMS DIVISION**

POLICY ANALYSIS BRANCH AG & FOOD 30
801 Bay St., 4th Flr.
Toronto M7A 1B6
416-326-3210

The Policy Analysis Branch serves the Ministry, government committees and the agricultural industry (marketing boards, administrative bodies, farmers) by assembling and interpreting **agricultural economic** information. The branch coordinates and analyzes long-term agriculture and **food** policy developments. **Research** into **farm** costs and business management, marketing methods and agricultural policy and trade is conducted by the branch.

It gathers and publishes a wide range of agricultural **statistics**, and monitors economic developments in the industries supplying input to agriculture, industries processing farm commodities and the sectors taking commodities to consumers.

The branch also provides daily farm market **broadcasts** for the media and producers (326-3800).

From offices in Chatham and Vineland Station (see County and District Field Offices entry), field staff carry on economic research projects, and provide consulting services to farm organizations, individual farmers and processing industries.

POLICY AND PROGRAM COORDINATION BRANCH AG & FOOD 31
801 Bay St., 4th Flr.
Toronto M7A 1B6
416-326-3210

The Policy and Program Coordination Branch expedites the legislative process of the Ministry. It focuses on policy and program development, gives guidance and policy coordination to the Ministry, government and industry.

Research, analysis and service delivery in federal-provincial relations, strategic planning and program evaluation are also key responsibilities.

**FINANCE AND ADMINISTRATION DIVISION**

FINANCIAL AND SUPPORT SERVICES BRANCH AG & FOOD 32
801 Bay St., 2nd & 3rd Flrs.
Toronto M7A 2B2
416-326-3200

The Financial and Support Services Branch provides financial planning, general accounting, administrative and office services for the Ministry.

The Financial Planning and Information Unit offers financial and management support at the corporate level, i.e., estimates preparation, budget planning, maintenance and financial reporting, results planning and financial management improvement activities. The unit also functions as a liaison with Management Board of Cabinet.

General Accounting is responsible for processing payroll, travel and employee relocation, accounts payable, grants, subsidies, revenue and journal entries.

Library Services provides manual and automated information services, and coordinates subscriptions for all periodicals. It allows public access to Ministry publications, statutes, and regulations. The **library** is also the designated Freedom of Information **reading room** which, under the Freedom of Information and Privacy Act, provides access to information held by the Ministry, gives individuals access to their personal information and ensures the protection of the information.

Purchasing and Administrative Services offers a wide range of services: records retention scheduling, file classification systems, forms management and central registry facilities; mail distribution services; centralized stationery and supply services; publications warehouse operation for over 900 publications, posters, corporate brochures and Foodland Ontario promotional materials; high volume copying to Head Office, the Guelph Agriculture Centre and outlying offices, including custom print work; office accommodation, space management, special equipment installations, and office equipment moves; control of the Ministry's purchasing activities, fleet of 800 vehicles, Bell Canada credit cards, Ontario Communications Network booklets and employees' IDs.

HUMAN RESOURCES BRANCH AG & FOOD 33
801 Bay St., 8th Flr.
Toronto M7A 2B2
416-326-3715

The Human Resources Branch is responsible for the establishment of Ministry human resources policies and procedures, management information, appropriate classification and compensation levels for all employees, staff recruitment, benefits counselling, **employment**

**equity**, staff training and development, occupational health and safety, human resources planning, staff relations, personnel and employee benefit records, and all matters affecting working conditions and performance. The branch works mainly in an advisory capacity with senior management and all line managers whose primary task is human resources matters within the units. It also serves as a liaison with the Human Resources Secretariat, Management Board Secretariat and Ontario Public Service Employees Union (OPSEU).

AUDIT SERVICES BRANCH AG & FOOD 34
2 Carlton St.
Toronto M5B 1J3
416-326-3776

The Audit Services Branch is responsible for carrying out independent reviews and appraisals of the Ministry's financial, administrative and operational programs. This is achieved by conducting management, EDP, compliance audits and special investigations. The branch assists management to improve the efficiency, economy and effectiveness of Ministry programs by reviewing specific areas of concern and reporting on the adequacy of internal financial, management and operational controls.

MANAGEMENT SYSTEMS BRANCH AG & FOOD 35
801 Bay St., 7th Flr.
Toronto M7A 2B2
416-326-3600

The Management Systems Branch provides a wide range of information technology services to all administrative programs in the Ministry of Agriculture and Food. This involves maintenance of computer programs in the mainframe computer library, production of data retrieval reports on stored ministerial data, consulting services to other branches and the development of new systems and computer applications.

An office systems support unit supplies analysis, design and implementation services for word processing and office automation, and advises on the acquisition, enhancement and development of telecommunications systems (e.g., teleconferencing, fax and telex).

GUELPH DEVELOPMENT PROJECT AG & FOOD 36
801 Bay St., 6th Flr.
Toronto M7A 2B2
416-326-3361

The Guelph Development Project administers the mandate to oversee the relocation of the Toronto head office to Guelph, the consolidation of existing facilities in Guelph, and the construction of an office/lab complex. The lab facilities will include a Food Quality and Safety Laboratory and a Pesticide Residue and Trace Contaminants Laboratory.

The project is also responsible for the distribution of information about the Ministry's relocation and the construction of the Guelph office/lab complex to Ministry staff, the general public and Ministry clients.

## CROP INSURANCE AND STABILIZATION

CROP INSURANCE COMMISSION OF ONTARIO AG & FOOD 37
801 Bay St., 5th Flr.
Toronto M7A 1B7
416-326-3276

The Crop Insurance Commission of Ontario makes available to farmers **insurance** plans to protect 52 commercially grown crops against natural hazards. The Commission administers the Crop Insurance Act.

FARM INCOME STABILIZATION COMMISSION AG & FOOD 38
801 Bay St., 5th Flr.
Toronto M7A 1B7
416-326-3276

Farm income stabilization plans are available to provide **financial assistance** during times of low prices for the following **crops**: barley, soybeans, winter wheat, corn, oats, canola, seed corn, popcorn and potatoes. The Farm Income Stabilization Commission guarantees participating producers a price equal to 95 per cent of the previous five-year average market price, adjusted for changes in cash costs. The Commission also administers the Farm Income Stabilization Act.

## AGENCIES

For some background information on ministerial agencies, boards and commissions, see entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Agriculture and Food are listed below. Contact the Policy and Programs Division, 416-326-3210, for unlisted agencies.

FARM PRODUCTS APPEAL TRIBUNAL AG & FOOD 39
130 Macdonell St., Ste. 303A
Guelph N1H 2Z6
519-763-3430
Fax 519-763-0351

The Farm Products Appeal Tribunal came into operation Feb. 1, 1979. Constituted under section 11 of the **Ministry of Agriculture and Food Act**, it provides an independent, accessible avenue of appeal in matters relating to the **Farm Products Marketing Act**, and the Milk Act. The Tribunal also serves as a licence review board under the **Milk Act**, the Farm Products Marketing Act, the **Edible Oil Products Act**, and the **Oleomargarine Act**. It has the additional authority to review the conduct of commodity board members under the **Commodity Board Members Act**.

Under farm products marketing legislation, extensive regulatory powers are conferred on local producer marketing boards by the Farm Products Marketing Commission of Ontario. The Tribunal was established to make an impartial appeal mechanism available to any person who feels that a decision, direction, policy or order of the Commission, a producer marketing board, or a director under the Farm Products Marketing Act, or the Milk Act is unfair. Regulations made by producer marketing boards under the Farm Products Marketing Act or the Milk Act may also be appealed.

ONTARIO FOOD TERMINAL BOARD AG & FOOD 40
165 The Queensway
Etobicoke M8Y 1H8
416-259-5479
Fax 416-259-4303

The Board operates the Ontario Food Terminal, a wholesale fresh **fruit** and produce market with cold storage facilities, which serves Ontario growers. It plays a major role in the orderly marketing of fruit and **vegetables** in Ontario.

ONTARIO STOCK YARDS BOARD AG & FOOD 41
590 Keele St., Rm. 339
Toronto M6N 3E3
416-767-1163

Operating under the **Stock Yards Act**, the Board provides facilities for weighing **livestock** and supervising all **scales** operations. It also **licenses** sales agencies in the stock yard to act as brokers in the selling of livestock.

AGRICULTURAL RESEARCH INSTITUTE OF ONTARIO AG & FOOD 42
801 Bay St., 2nd Flr.
Toronto M7A 2B2
416-326-3396

The Agricultural Research Institute stimulates **agricultural research** to increase efficiency in food production, processing and marketing. The Institute also responds to inquiries about research programs in agriculture, **veterinary** medicine and **food** science, and serves as an advisory body on research to the Minister of Agriculture and Food.

ONTARIO FARM IMPLEMENTS BOARD AG & FOOD 43
2 Carlton St., Rm. 1816
Toronto M5B 1J3
416-326-3799
Fax 416-326-3793

The Board administers the **Ontario Farm Implements Act** which regulates the sale of farm implements and prescribes minimum warranties on the sale of new **farm** implements. Provision is also made for the supply of emergency parts and for the return or replacement of defective farm implements. The Board's main functions include the **registration** of dealers and distributors of farm implements; the mediation of disputes between purchasers, dealers and distributors; and the supervision of safety measures relating to farm implements. Publications available are: Information Regarding The Farm Implements Act, 1988 (for dealers and distributors of farm implements) and The Farm Implements Act For Producers, Dealers and Distributors, Questions and Answers (farmers).

FARM PRODUCTS MARKETING COMMISSION AG & FOOD 44
33 Yonge St., Ste. 800
Toronto M7A 1A6
416-861-2400

The Farm Products Marketing Commission administers the **Farm Products Marketing Act** and the **Milk Act**. Responsibilities include supervising the marketing boards established under the two Acts. The Farm Products Marketing Act provides for **commodity** regulation under 23 marketing plans; each plan is administered by a **producer marketing board**. The Act

also requires the **licensing** of processors of regulated commodities (e.g., turkey, vegetables, grapes, tender fruit, potatoes, apples, asparagus, berries and seed corn dealers). The Milk Act provides authority to the **Ontario Milk Marketing Board**, and the **Cream Producers' Marketing Board**.

## ACTS

ACTS AG & FOOD 45

The Ministry of Agriculture and Food is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact this Ministry's legal services or communications branch.

Abandoned Orchards Act
Agricultural and Horticultural Organizations Act, 1988
Agricultural Committees Act
Agricultural Rehabilitation and Development Act (Ontario)
Agricultural Representatives Act
Agricultural Research Institute of Ontario Act
Agricultural Tile Drainage Installation Act
Animals for Research Act
Artificial Insemination of Livestock Act
Beef Cattle Marketing Act
Bees Act
Bull Owner's Liability Act
Commodity Board Members Act
Commodity Boards and Marketing Agencies Act
Cooperative Loans Act
Crop Insurance Act Ontario
Dead Animal Disposal Act
Dog Licensing and Livestock and Poultry Protection Act
Drainage Act
Edible Oil Products Act
Farm Income Stabilization Act
Farm Practices Protection Act
Farm Products Containers Act
Farm Products Grades and Sales Act
Farm Products Marketing Act
Farm Products Payments Act
Fur Farms Act
Grain Corn Marketing Act
Grain Elevator Storage Act
Hunter Damage Compensation Act
Junior Farmers Establishment Act
Livestock Branding Act
Livestock Community Sales Act
Livestock and Livestock Products Act
Livestock Medicines Act
Meat Inspection Act (Ontario)
Milk Act
Ministry of Agriculture and Food Act

Nonresident Agricultural Land Interests Registration Act
Oleomargarine Act
Ontario Agricultural Museum Act
Ontario Farm Implements Act
Ontario Food Terminal Act
Plant Diseases Act
Pounds Act
Provincial Auctioneers Act
Riding Horse Establishments Act
Seed Potatoes Act
Sheep and Wool Marketing Act, 1981
Stock Yards Act
Tile Drainage Act
Topsoil Preservation Act
Veterinarians Act
Weed Control Act

# MINISTRY OF THE ATTORNEY GENERAL

**720 Bay St., 11th Flr.**
**Toronto M5G 2K1**

The Attorney General is given a wide range of powers. A number of the duties of the office have been set out specifically by Ontario statute. The Ministry of the Attorney General Act provides for the Attorney General, as the law officer of the Executive Council, to: ensure that administration of public affairs is in accordance with the law; superintend all matters connected with the administration of justice in Ontario; perform the duties and hold the powers that belong to the Attorney General and Solicitor General of England by law or usage, so far as those duties and powers are applicable to Ontario; advise the government and superintend all matters of a legislative nature; advise heads of departments and agencies of government in their legal matters; and conduct and regulate all litigation for and against the Crown.

The Federal Minister of Justice for Canada has legislative authority for the substantive areas of criminal law and procedure, and asserts some independent right to prosecute certain classes of offences. The provincial Attorneys General of Canada have paramount responsibility to superintend all aspects of the administration of justice.

COMMUNICATIONS BRANCH ATT GEN 1
720 Bay St., 11th Flr.
Toronto M5G 2K1
416-326-2200

The Communications Branch provides information services and establishes communications policy for the Ministry; advises its branches on communications problems; and provides communications support to the Minister and the Deputy Minister. Activities include liaising with the media, answering public inquiries, and producing and distributing publications, audio-visual materials, news releases and speeches. Copies of Ministry **publications** on **family** law, support and custody order enforcement, small claims court, jury duty, being a witness and other public legal information can be obtained by writing to the branch.

DRINKING/DRIVING COUNTERMEASURES ATT GEN 2
720 Bay St., 3rd Flr.
Toronto M5G 2K1
416-326-4408

The Drinking/Driving Countermeasures Office coordinates provincial efforts to prevent impaired driving. The office provides advice on matters of government policy; represents the province on federal task-forces and committees; coordinates and assists regional anti-impaired driving groups; and disseminates **information** to the public. The office also administers the Arrive Alive and Community Grants programs, making grants available to high school and community groups active in the prevention of drinking and driving. Information materials, various **publications** including the Drinking and Driving in Ontario Statistical Yearbook, audio-visual resources on drinking and driving and grant applications are available from the office.

FRENCH LANGUAGE SERVICES ATT GEN 3
720 Bay St., 2nd Flr.
Toronto M5G 2K1
416-326-4055
Fax 416-326-4782

The French Language Services Coordinator coordinates the provision of **French language services** in the Ministry of the Attorney General. Information brochures are available to assist the public.

**LEGISLATIVE COUNSEL**

LEGISLATIVE COUNSEL SERVICES ATT GEN 4
Whitney Block, 1st Flr.
99 Wellesley St. W.
Queen's Park, Toronto M7A 1A2
416-326-2841
Fax 416-326-2806

Legislative advisory services are provided to Members of Provincial Parliament (MPPs), government ministers and ministries. The Office of the Legislative Counsel drafts **legislation** (**bills** and regulations) in French and English; prepares the Statutes of Ontario (annual books of statutes) and the Revised Statutes of Ontario or RSOs (a consolidation of statutes, revised every ten years); and files and publishes regulations. A list of other statutes that still have the force of law may be found in Schedule C, Volume 9, Revised Statutes of Ontario 1980 and in the Table of Private Acts published in the 1984 Index to the Statutes of Ontario. For information on statutes and regulations in French and English, call this office. Copies of legislation and bills are available for walk in customer service at Publications Ontario, 880 Bay St., Toronto, 326-5320 or by writing to Publications Ontario, 880 Bay St., Toronto M7A 1N8 (see entry under Ministry of Government Services).

**POLICY DEVELOPMENT DIVISION**

POLICY DEVELOPMENT DIVISION ATT GEN 5
720 Bay St., 11th Flr.
Toronto M5G 2K1
416-326-2620

The Policy Development Division's functions include: **research** and analysis of all aspects of the administration of civil justice in Ontario; continual review of the statutes administered by the Ministry; and development of its legislative program. The division also oversees legal aid and development of equality rights initiatives, and advises the Attorney General and the Deputy Minister on the progress of bills during **legislation**.

**CRIMINAL LAW DIVISION**

DIRECTOR OF DIVISIONAL PLANNING AND ADMINISTRATION ATT GEN 6
720 Bay St., 9th Flr.
Toronto M5G 2K1
416-326-2400

The Director of Divisional Planning and Administration has the organizational responsibility for financial and administrative support for the Criminal Law Division, including the

development of efficient management structures and procedures and for centralized operational activities, such as, the operation of the **Victim/Witness Assistance Program**.

DIRECTOR OF CRIMINAL PROSECUTIONS ATT GEN 7
720 Bay St., 11th Flr.
Toronto M5G 2K1
416-326-2419

The Director Of Criminal Prosecutions provides legal advice to the Attorney General, Assistant Deputy Attorney General Criminal Law, Crown Attorneys System and the Criminal Law Division on matters relating to criminal prosecutions. The Director assists in the formulation of prosecution policies and programs of the Criminal Law Division, and prosecutes major criminal matters as directed by the Assistant Attorney General Criminal Law.

CROWN ATTORNEYS SYSTEM ATT GEN 8
416-326-2400

The crown attorneys are responsible for conducting **prosecutions** of **offences** in their county or district under the **Criminal Code of Canada** and other federal statutes such as the **Young Offenders Act**. Prosecutions are also conducted under provincial statutes, such as the **Highway Traffic Act** and the **Liquor Licence Act**. Exercising the Attorney General's discretionary powers with respect to prosecutions, the crown attorneys and their assistants choose the appropriate charge on which to proceed, consider the release of prisoners pending **trial**, and conduct trials at all levels of court.

Crown attorneys also watch over private summary conviction prosecutions, intervene if required in the interests of the community, and represent the Crown in all summary conviction appeals held in the district courts. Additional responsibilities include acting as counsel to the **coroner** during **inquests**, and advising the **police, lawyers** and the public on general matters related to the administration of justice.

For Crown attorneys' listing, contact Ontario Court (Provincial Division) under Ontario Courts, Ministry of the Attorney General.

CROWN LAW OFFICE ATT GEN 9
CRIMINAL LAW
720 Bay St., 10th Flr.
Toronto M5G 2K1
416-326-2301

This office is responsible for the preparation and argument of all criminal appeals to the Supreme Court of Canada, Ontario Court of Appeal and Supreme Court of Ontario in indictable offences in the province, whether the Crown is the respondent or the appellant. Activities include dealing with the judiciary, crown attorneys, police and the public, and conducting special **prosecutions**.

The branch also provides a **racial attack advice service** by telephone to victims of racially-motivated **criminal offences** (326-4574), including physical **assaults** where the police have not laid charges. Lawyers inform callers of their right to lay charges and the procedure to follow.

## CIVIL LAW DIVISION

CROWN LAW OFFICE — ATT GEN 10
CIVIL LAW
720 Bay St., 8th Flr.
Toronto M5G 2K1
416-326-4008

This office provides the Ontario Government with legal services for civil **litigation** matters in all levels of courts, boards and tribunals. Professional advice and legal opinions are offered to all government ministries, agencies and tribunals on a variety of subjects, including interpretation of provincial **legislation**. The office also examines applications for **judicial review** to determine if an intervention will be made on behalf of the Attorney General and deals with claims for and against the Crown.

LEGAL SERVICES BRANCH — ATT GEN 11
720 Bay St., 9th Flr.
Toronto M5G 2K1
416-326-4023
Fax 416-326-4019

The Legal Services Branch is responsible for the provision of **lawyers** and coordination of general legal advice to the ministries and certain agencies, boards and commissions of the Ontario Government. The branch head also functions as Chief Inquiry Officer under the **Expropriations Act** by appointing and providing liaison with provincial inquiry officers who hear public concerns on specific **expropriation** cases.

OFFICIAL GUARDIAN BRANCH — ATT GEN 12
180 Dundas St. W., 6th Flr.
Toronto M5G 1E4
416-965-1865
Fax 416-324-3618

The Official **Guardian** represents the civil rights of persons under a legal disability, such as **children** under 18 years of age, the **mentally incompetent**, the **unborn**, and absentees. Recommendations are made to the court regarding the care, custody and maintenance of children in **divorce** cases. The branch also provides legal representation for children in child protection and **custody** cases, and before administrative tribunals.

PUBLIC TRUSTEE BRANCH — ATT GEN 13
145 Queen St. W.
Toronto M5H 2N8
416-362-1331
Toll-free 1-800-668-8904
Fax 416-866-2261

This office is responsible for administering: the assets of **financially incompetent** persons, many of whom reside in **psychiatric** hospitals, chronic care hospitals, and facilities for the **developmentally handicapped**, pursuant to the provisions of Part III of the **Mental Health Act** and the **Developmental Services Act**; the **estates** of deceased persons in Ontario who die **intestate** without any adult heirs living in the province pursuant to the provisions of the **Crown Administration of Estates Act**; the assets of estates as appointed executor under a **will**; assets as grantee of Powers of Attorney; assets as trustee under various provincial and federal legislation such as the **Family Benefits Act** or the Old Age Security Act; the Charities Law in

the Province of Ontario and it ensures general compliance by all **charitable organizations** pursuant to the provisions of the **Charities Accounting Act** and the **Charitable Gifts Act**.

Other responsibilities of the Office of the Trustees are as receiver and administrator of: assets forfeited to the Province of Ontario pursuant to the **Corporation Act**, and the **Escheats Act**; assets received under the **Unclaimed Intangible Property Act**; funds received as perpetual care deposits for cemeteries in Ontario pursuant to the **Cemeteries Act**.

The Public Trustee acts as last resort **substitute decision maker** for all medical or dental treatment prescribed for patients of Ontario hospitals who are unable to consent to such treatment by reason of mental incapacity pursuant to the regulations under the **Public Hospitals Act**. The office also represents as litigation guardian to persons involved in court proceedings who are unable to instruct counsel by reason of incompetency.

## CONSTITUTIONAL LAW AND POLICY DIVISION

CONSTITUTIONAL LAW AND POLICY DIVISION ATT GEN 14
720 Bay St., 7th & 11th Flrs.
Toronto M5G 2K1
416-326-2624
Fax 416-326-4015

This division advises all ministries on **constitutional** questions, and develops policy for Ontario's position on every aspect of constitutional amendment. The division also reviews **litigation** in which constitutional questions are raised in Ontario courts, the Federal Court of Canada and the Supreme Court of Canada. Where advisable, division counsel appears in such litigation to represent the Attorney General of Ontario as a party or intervenor, or to represent the concerned Ministry.

## FINANCE AND ADMINISTRATION DIVISION

COMPUTER AND TELECOMMUNICATIONS SERVICES BRANCH ATT GEN 15
36 Toronto St., 6th Flr.
Toronto M5G 2K1
416-326-2000

The Computer and **Telecommunications** Services Branch (CTSB) is responsible for the development of new computer systems, and the enhancement and support of systems already in production in the Ministry. Activities include designing corporate information resource structures, performing contingency and capacity planning, and ensuring security of data access and facilities.

The branch evaluates and supports office automation and records management products. Expertise and consultations on the appropriate use and implementation of office automation **technology** are provided to Ministry management.

The branch offers walk-in support, training and consulting services to Ministry end-users of computer systems. Statistical services and centralized word processing facilities are available. The coordination of voice and data communication systems for the Ministry is also planned, managed and implemented by this branch.

The **Law Library** provides information services to Ministry staff, legal services of other ministries, Ontario Boards and Agencies and all Ontario Crown Attorneys. Members of the public may use the facilities for project oriented materials that is unavailable elsewhere. The library houses all Canadian Federal and Provincial Statutes and Regulations. In order to

serve the diverse practice of the Ontario government, it maintains an extensive collection of case law reports, textbooks, government **publications** and legal periodicals reflecting all major areas of law.

ACCOUNTANT OF THE SUPREME COURT OF ONTARIO — ATT GEN 16
123 Edward St., Ste. 610
Toronto M5G 1E3
416-965-5596

This office is the depository for all money, **mortgages** and **securities** paid into, or lodged with, the Supreme Court of Ontario. These monies, mortgages and securities are received and disbursed or released pursuant to judgements and orders of the **Supreme Court of Ontario**, and in accordance with the **Courts of Justice Act** and other relevant statutes. Where monies are in court to the credit of infants, this office administers the funds until the **children** reach the age of majority.

FINANCIAL AND ADMINISTRATIVE SERVICES BRANCH — ATT GEN 17
720 Bay St., 5th Flr.
Toronto M5G 2K1
416-326-4400
Fax 416-326-4312

The branch provides all Ministry programs with financial management and accounting services, including formulation of program estimates and branch budgets. It also maintains the Ministry's Manual of Administration relating to financial and administrative policies and procedures.

Internal coordination, program analysis, and ongoing liaison with central agencies of the government are provided by this branch. It oversees the Ministry's analysis and planning function; monitors and evaluates the effectiveness and efficiency of programs and activities; and develops submissions for central agencies in consultation with operating branches.

The branch also assists **royal commissions** and **judicial inquiries** with logistical and administrative support. Advice is offered on administration and operational guidelines.

Other responsibilities include drafting and coordinating the processing of all Orders-in-Council and Regulations for the Ministry; coordinating the responses to Order Paper Questions; and administering the **Public Institutions Inspection Act**.

HUMAN RESOURCES BRANCH — ATT GEN 18
720 Bay St., 3rd Flr.
Toronto M5G 2K1
416-326-4490

The Human Resources Branch develops, coordinates and administers a full range of personnel services within the Ministry of the Attorney General. Responsibilities include the establishment and administration of Ministry human resources policies and procedures, classification and compensation levels, staff recruitment, training and development, employee counselling, staff relations, strategies for renewal, **employment equity** and **youth employment** programs. The branch also maintains the Ministry's personnel, payroll and employee benefits records; liaises with the Human Resources Secretariat and the Ontario Public Service Employees Union (OPSEU), and administers the **Blind Persons' Rights Act**. This Act states that **blind** persons shall not be denied **accommodation**, services or facilities or

experience **discrimination** because they keep or are accompanied by a guide **dog**. As proof of entitlement to the Act's provisions, the branch issues an identification card, with a picture of the blind person and the dog, upon successful completion of an approved training program.

AUDIT SERVICES BRANCH ATT GEN 19
720 Bay St., 5th Flr.
Toronto M5G 2K1
416-326-4223

The branch is responsible for the Ministry's audit functions, which include comprehensive review and appraisal of financial, administrative and operational records, systems and controls.

FREEDOM OF INFORMATION AND PRIVACY OFFICE ATT GEN 20
720 Bay St., 3rd Flr.
Toronto M5G 2K1
416-326-4300
Fax 416-326-4307

The Freedom of Information Office coordinates implementation and administration of the Freedom of Information and Protection of Privacy Act within the Ministry. Responsibilities include developing policies, procedures and guidelines, tracking and managing responses to access requests from the public, coordinating appeal and mediation processes, preparing statistical reports, and ensuring adherence to privacy provisions and other legislative requirements of the Act. A public **reading room** for the review of manuals and other information is open during regular office hours at 720 Bay St., 3rd Flr., Toronto.

## ADMINISTRATIVE TRIBUNALS

OFFICE OF THE PUBLIC COMPLAINTS COMMISSIONER ATT GEN 21
157 Bloor St. W.
Toronto M5S 1P7
416-963-1141

The Office of the Public Complaints Commissioner (**PCC**) handles complaints of misconduct from members of the public against **police** officers on the Metropolitan Toronto Police Force. The office is an independent civilian agency with power to monitor and investigate complaints under the **Metropolitan Toronto Police Force Complaints Act**, 1984. Office hours are 8:30 a.m. to 5:15 p.m. Monday to Friday, and there is a twenty-four hour telephone answering service. A citizen may lodge a complaint directly with the Public Complaints Commissioner, any police station within Metro or to the Public Complaints Investigation Bureau of the Police Force. The civilian Commissioner receives a copy of every complaint no matter where it is made. The complaint is initially investigated by the Police Force's Investigation Bureau. A complainant who is not satisfied with the Bureau's investigation and Chief of Police's decision has the right to a review by the Public Complaints Commissioner. After completing the review, the Commissioner may order a hearing before an all civilian Board of Inquiry with the power to impose penalties directly on the officer involved.

ONTARIO MUNICIPAL BOARD ATT GEN 22
180 Dundas St. W.
Toronto M5G 1E5
416-598-2266
Fax 416-979-8808

The Ontario Municipal Board is an independent administrative tribunal which hears applications/appeals on municipal and planning matters. These include: **zoning** by-laws, **subdivision** plans, **official plans**, consents and minor variances under the **Planning Act**; assessment appeals under the **Assessment Act; land compensation** matters under the **Expropriations Act**; municipal capital expenditures and debentures under the **Municipal Act**; appeals under the **Rental Housing Protection Act**; and other legislation.

The Board was established by, and derives some of its authority from, the Ontario Municipal Board Act.

ASSESSMENT REVIEW BOARD ATT GEN 23
80 Bloor St. W.
Toronto M5S 1L9
416-965-7574

The Assessment Review Board hears complaints against **real property** and **business assessment**, which is the basis of **municipal taxation** in Ontario. The board handles appeals to amend school support lists for **school board** taxation; applications for the cancellation, reduction or refund of municipal taxes; and requests to increase municipal taxes where manifest errors have been made in the collectors' roll. For further information on real property assessment, see the Ministry of Revenue, Field Operations Branch. Contact local municipal offices for questions on property taxation and rates. Pursuant to the Commercial Concentration Tax Act 1989, Statutes of Ontario chapter 75, the Board hears complaints against the assessment of properties under this act. For assessment complaints, contact the offices listed below.

*Regional Registrar*
*Grand River/Niagara Area*
678 Main St. E., Ste. 303
**Hamilton L8M 1K2**
416-549-4173
Fax 416-545-7315
(Brant, Dufferin, Wellington, Waterloo, Niagara, Haldimand-Norfolk, Hamilton-Wentworth)

*Regional Registrar*
*Southwestern Area*
426 Third St., 1st Flr.
**London N5W 4W6**
519-453-6660
Fax 519-451-1572
(Elgin, Bruce, Grey, Middlesex, Oxford, Kent, Lambton, Essex, Huron, Perth)

*Regional Registrar*
*Central, Georgian Bay and Lake Huron Area*
390 Davis Dr., Ste. 300
**Newmarket L3Y 2N9**
416-895-1274
Fax 416-895-4320
If long distance dial
1-800-263-3237
(Simcoe, York, Halton, Peel)

*Regional Registrar*
*Northeastern Area*
147 McIntyre St. W.
**North Bay P1B 2Y5**
705-474-1612
Fax 705-474-8662
(Nippissing, Muskoka, Parry Sound, Cochrane, Timiskaming, Manitoulin, Sudbury)

*Regional Registrar*
*Metro Toronto Area North*
Sheppard Centre
2 Sheppard Ave. E., Ste. 605
**North York M2N 5Y7**
416-733-1990

*Regional Registrar*
*Eastern Area*
2378 Holly Lane, Rm. 208
**Ottawa K1V 7P1**
613-731-7166
Fax 613-523-3471
(Ottawa-Carleton, Prescott & Russell, Stormont, Dundas & Glengarry, Lanark, Leeds & Grenville, Renfrew, Frontenac, Lennox & Addington, Hastings, Prince Edward, Northumberland)

*Regional Registrar*
*Lake Ontario Area*
277 George St. N., Ste. 207
**Peterborough K9J 3G9**
705-743-7960
Fax 705-743-1990
(Peterborough, Victoria, Haliburton, Durham)

*Regional Registrar*
*Northwestern Area*
85 Great Northern Rd.
**Sault Ste. Marie P6B 4Y8**
705-949-5280
Fax 705-949-9513
(Algoma, Thunder Bay, Kenora, Rainy River)

*Regional Registrar*
*Metro Toronto Area South*
80 Bloor St. W., Ste. 701
**Toronto M5S 1L9**
416-965-6826
Fax 416-324-3617

CRIMINAL INJURIES COMPENSATION BOARD — ATT GEN 24
439 University Ave., 17th Flr.
Toronto M5G 1Y8
416-326-2900
Fax 416-326-2883

The Board provides **compensation** to eligible applicants when a person is injured or killed in Ontario, as the result of an unprovoked act of **criminal** violence.

BOARD OF NEGOTIATION — ATT GEN 25
720 Bay St., 4th Flr.
Toronto M5G 2K1
416-326-4700

The Board may act as a mediator in negotiating a settlement when **real property** is **expropriated** and no agreement can be reached on **compensation**. The property owner or the expropriating authority can request the services of the Board.

BOARD OF VALUATION ATT GEN 26
720 Bay St., 4th Flr.
Toronto M5G 2K1
416-326-4700

Where a power exercised under the **Power Corporation Act** does not constitute an expropriation or injurious affection, **compensation** must be paid to the **real property** owner for all damage. The Board of Valuation determines the amount of compensation when no agreement can be reached. If either the owner or the power corporation is dissatisfied with the amount fixed, appeals may be made to the **Ontario Municipal Board**.

## COURTS ADMINISTRATION PROGRAM

COURTS ADMINISTRATION PROGRAM ATT GEN 27
720 Bay St., 2nd Flr.
Toronto M5G 2K1
416-326-4002

Under the direction of the Assistant Deputy Attorney General, Courts Administration (326-2609), this program provides administrative and technical support and direction to sheriffs and registrars of **Supreme**, **District and Surrogate Courts**; court administrators of Provincial Courts, Criminal and Family Divisions, and clerks, referees and bailiffs of **Small Claims Courts** (326-4002).

Additional responsibilities include: planning and provision of courtroom and court office **accommodation** (326-4025), court reporting services (326-4035), court **translation** and interpretation services (326-4035), administrative support for provincially appointed judiciary; and processing of applications for **Commissioners** for taking **affidavits** and notaries public 326-4064.

The Support and Custody Enforcement Program (326-4710) is also administered by this division.

SUPREME COURT OF ONTARIO ATT GEN 28
130 Queen St. W.
Toronto M5H 2N5
416-363-4101

The Supreme Court of Ontario, the highest court in the province, consists of two divisions: the **High Court of Justice**, which is the trial division, and the **Ontario Court of Appeal** which hears only appeals. With certain exceptions, parties before the High Court may demand a trial by judge and **jury**. The **Divisional Court** is a division of the High Court with jurisdiction to hear civil appeals from administrative tribunals and the Small Claims Court. The **Family Law Division** of the High Court (965-7418) handles **trials** of **divorce** actions and motions relating to disputes between husband and wife or parents and **children**, e.g. infant custody maintenance and/or **support**. There is a local office of the Supreme Court in every county or district (see list under the Ontario Courts entry, Ministry of the Attorney General). The Court of Appeal sits primarily in Toronto, while the Divisional Court sits in Toronto, Ottawa and London.

SUPREME COURT OF ONTARIO
MASTERS' OFFICE
145 Queen St. W.
Toronto M5H 2N7
416-965-5578

ATT GEN 29

The Masters are judicial officers of the Supreme Court of Ontario who have jurisdiction to consider certain motions in Supreme Court proceedings. One of their tasks is the **assessment** or review of lawyers' bills. Clients wanting to challenge fees charged by **lawyers** must go, with a copy of the bill, to the Supreme Court of Ontario within 30 days of receiving the bill or ask a judge for a time-extension. If the complaint is justified, the judge will issue an order to have the bill assessed. To initiate proceedings or launch appeals of an assessment officer's decision, contact the four **courts** listed below. In other areas, contact the Local Registrar of the Supreme Court of Ontario (listed under Ontario Courts, Ministry of the Attorney General).

*Weekly Court*
*Supreme Court*
145 Queen St. W.
**Toronto M7H 2N7**
416-965-5541

*Master*
*Supreme Court*
161 Elgin St.
**Ottawa K2P 2K1**
613-239-1320

*Master*
*Supreme Court*
80 Dundas St. E.
Box 5600, Postal Terminal "A"
**London N6A 2P3**
519-660-3036

*Master*
*Supreme Court*
245 Windsor Ave.
**Windsor N9A 1J2**
519-973-6628

SUPREME COURT OF ONTARIO
LOCAL REGISTRAR'S OFFICE
145 Queen St. W.
Toronto M5H 2N9
416-965-5544

ATT GEN 30

The Local Registrar's Office, Judicial District of York, handles inquiries regarding cases commenced in this district. For a listing of **divorce** cases for **trials**, contact 965-7419; for **bankruptcy**, contact 965-5573; for other cases, contact 965-7416. The office provides certified copies of **court documents**, e.g. final divorce decree (965-5563). Outside this judicial district, contact the local Supreme Court Registrar of the relevant county or district. Divorce and bankruptcy cases are filed with the Supreme Court of Ontario but governed by the federal Divorce Act Canada 1986 and the Canada Bankruptcy Act, respectively. Questions about legal rights and requests for advice should be referred to a lawyer.

SUPREME COURT OF ONTARIO
REPORTERS' OFFICE
180 Dundas St. W., Ste. 1300
Toronto M5G 1Z8
416-965-2824

ATT GEN 31

This office supplies shorthand reporters who provide verbatim reporting services throughout the province for the sittings of all **trials** in the Supreme Court of Ontario. Written **transcripts** of proceedings are also prepared and made available to anyone, with rare exceptions, for a fee. The Reporters' Office serves only the Supreme Court of Ontario; lower **courts** have their own staff.

DISTRICT COURT OF ONTARIO ATT GEN 32
400 University Ave.
Toronto M5G 1S5
416-965-1866

The District Court of Ontario has jurisdiction in both **criminal** and civil cases. In civil cases, any amount may be claimed but the defendant can have the action moved into the **Supreme Court of Ontario** for an amount over $25,000. However, cases involving amounts under $1,000 ($3,000 in Metro Toronto) are usually brought to the Small Claims Court (Provincial Court, Civil Division). The District Court hears proceedings pursuant to a variety of Statutes, including: the **Landlord and Tenant Act, Family Law Act** and **Mental Incompetency Act**. Persons rarely appear without legal counsel. In many cases, either party may select **trial** by judge and jury. Criminal jurisdiction involves handling trials, with or without a jury, for most indictable offences.

**Sheriffs** in judicial districts and counties carry out the orders of the District and Supreme Courts of Ontario. Responsibilities include summoning jurors for **jury** duty in these courts, putting **writs** of execution into effect, and serving **documents** on behalf of members of the legal profession and the public. Sheriffs are also in charge of maintenance, security, etc. for county court houses.

DISTRICT COURT OF ONTARIO ATT GEN 33
SURROGATE COURT
439 University Ave, 3rd Flr.
Toronto M5G 1Y8
416-965-7316

Surrogate Court probates **wills** of persons who die testate (with a will) and letters of administration of persons who die **intestate** (without a will). The Court also handles contested claims against **estates**, will **trials**, applications under the **Succession Law Reform Act** and **Proof in Solemn Form of Lost Wills**. For information, contact the Local Registrar Ontario Courts (General Division) listed alphabetically under Ontario Courts, Ministry of the Attorney General.

PROVINCIAL COURT (CIVIL DIVISION) ATT GEN 34
SMALL CLAIMS COURT
Judges' Chambers
400 University Ave., 25th Flr.
Toronto M5G 1S8
416-965-3715

Small Claims Court Branch
720 Bay St., 2nd Flr.
Toronto M5G 2K1
416-326-4002

Provincial Court (Civil Division), also known as the Small Claims Court, provides a convenient and inexpensive way to settle disputes over goods and services, and collect outstanding **debts** for amounts not exceeding $3,000, exclusive of interest, in Metropolitan Toronto and not exceeding $1,000, exclusive of interest, for the remainder of the province.

Procedures are informal; lawyers are not required, although their services may be used. **Court** staff may assist in the filing of a claim or defence. The Small Claims Courts Ontario Courts (General Division) are listed alphabetically under Ontario Courts, Ministry of the Attorney General.

PROVINCIAL COURT (CIVIL DIVISION) ATT GEN 35
SMALL CLAIMS COURT REFEREES
Judicial District of York
College Park, 444 Yonge St., Rm. 257
Toronto M5B 2H4
416-965-5591

Referees of the Small Claims Court **counsel** people on problems with **debts**, particularly **claims**, **garnishments** and consolidation orders. For this service, telephone for an appointment and bring information regarding income, expenses, debts and creditors. Referees conduct terms of payment, motion, accounting and pre-trial hearings.

There is a Small Claims Court Referee in each of the following judicial districts or counties: Algoma (located in Elliot Lake and Sault Ste. Marie), Cochrane (Timmins), Essex (Windsor), Hamilton-Wentworth (Hamilton), Kenora (Dryden and Kenora), Middlesex (London and Strathroy), Ottawa-Carleton (Ottawa), Sudbury (Sudbury), Thunder Bay (Thunder Bay), Timiskaming (Haileybury) and York (Toronto). The Small Claims Court Referee service in Metro Toronto has been decentralized to provide better service to the public. In addition to the referee at the College Park location, there are referees at the Etobicoke, North York and Scarborough Small Claims Courts. For addresses and telephone numbers, see Small Claims Courts' Ontario Court (General Division) under Ontario Courts, Ministry of the Attorney General.

PROVINCIAL COURT (CRIMINAL DIVISION) ATT GEN 36
60 Queen St. W.
Toronto M5H 2M4

The Provincial Court (Criminal Division) renders the final disposition in approximately 95 per cent of all cases under the **Criminal Code of Canada** and other federal statutes. This includes cases involving **young offenders** 16 and 17 years of age charged with criminal or regulatory offences. Judges appointed by the Lieutenant- Governor-in-Council preside over the court.

Persons accused of indictable offences which are neither within the absolute jurisdiction of a Provincial Court judge nor customarily tried before the Supreme Court of Ontario may elect to be tried before a provincial, county or district court judge sitting alone or with a jury. For **bail** procedures to release a person from custody, contact a Justice of the Peace at the appropriate **court** branch or, in Toronto, the Bail Office at 965-7522.

Justices of the Peace and judges perform civil **marriages** (in Toronto, Monday to Friday) by special appointment only, to be made in person and in advance (965-7227).

The Provincial Court (Criminal Division) holds sittings on a regular basis at approximately 149 locations throughout the province. A list showing court addresses and telephone numbers appears under Ontario Courts, Ministry of the Attorney General.

PROVINCIAL COURT (CRIMINAL DIVISION) ATT GEN 37
PROVINCIAL OFFENCES COURT

The Provincial Offences Court is presided over by provincial judges and Justices of the Peace who render the final disposition for **offences** under the Statutes of Ontario and **municipal** by-laws, excluding parking infractions.

The **Provincial Offences Act** covers the **prosecution** of all provincial offences (e.g. those under the **Highway Traffic Act**) and municipal by-laws, excluding parking infractions. This Act provides a procedure for dealing with minor offences. The person charged may choose

one of three options: a payment out of court, a plea of not guilty, or a plea of guilty with explanation. The Act also provides for proceedings to be brought to **court** for more serious offences. Parking infractions continue to fall under the Summary Convictions Act, for the present.

Inquiries about payment of **parking tags** issued by municipal police should be directed to the police since procedures vary throughout the province. Parking tags issued by the Metro Toronto Police are payable at the municipal office or any bank in the province.

For inquiries on payment of **fines** following conviction and **driver licence** suspension for non-payment of fines, call the Provincial Court (Criminal Division); in Toronto, call 965-7537.

The Provincial Offences Court holds sittings on a regular basis at approximately 149 locations throughout the province. Addresses are the same as for the Provincial Court (Criminal Division), and can be found under Ontario Courts, Ministry of the Attorney General.

PROVINCIAL COURT (CRIMINAL DIVISION) ATT GEN 38
DEFAULTED FINES CONTROL CENTRE
60 Queen St. W., Rm. 19
Old City Hall
Toronto M5H 2M4
416-965-9012

The Defaulted Fines Control Centre monitors court orders suspending **driver licences** for non-payment of **fines** under the **Highway Traffic Act**. Information is provided about the fines and the procedures for clearing suspensions. The Centre does not deal with **traffic** fines for drivers whose licences have not been suspended. For this information, contact the appropriate Provincial Offences Court at the same address as the local Ontario Court (Provincial Division), listed under Ontario Courts, Ministry of the Attorney General.

The Defaulted Fines Control Centre also monitors unpaid **parking tags**. The owner of the car is denied plates until the fines are paid. Information is provided about the fines and procedures for renewing permits.

PROVINCIAL COURT (CRIMINAL DIVISION)
METRO TORONTO FORENSIC SERVICE ATT GEN 39
1001 Queen St. W.
Toronto M6J 1H4
416-535-8501

The Metro Toronto Forensic Service (**METFORS**) performs **psychiatric** assessments of persons arrested due to alleged **criminal** offences and suspected of being **mentally ill**. Examinations are ordered primarily by the Provincial Court (Criminal Division), and usually conducted prior to bail. The Service also assesses and treats persons who have demonstrated signs of mental illness while in jail awaiting trial. METFORS is funded by the Ministry of the Attorney General; staffed by professionals in the field; and run by a board of representatives from the **Clarke Institute of Psychiatry** and the Ministries of the Attorney General, Health and Correctional Services. While primarily serving courts within the Judicial District of York, METFORS sometimes accepts cases from elsewhere.

PROVINCIAL COURT (FAMILY DIVISION) ATT GEN 40
Chief Judge's Office
700 Bay St.
Toronto M5G 1Z6
416-965-3214

Provincial Court (Family Division) deals with domestic relations law (custody of and access of **children**, enforcement of Ontario and extra-provincial custody and access orders, **support** orders for spouses, infants and destitute parents, enforcement of support orders made in Ontario and in reciprocating states); child welfare (child protection, secure treatment of children with mental disorders, and **adoption**); review of certain decisions of the Registrar General of Vital Statistics relating to applications for change of **name**; and **young offenders** (persons charged with **criminal** or other federal offences allegedly committed while under 18 years of age).

There is at least one **court** in each county, district or judicial district, except for the Judicial District of Hamilton-Wentworth (see Unified Family Court). For a list of court addresses, see Ontario Courts, Ministry of the Attorney General.

UNIFIED FAMILY COURT ATT GEN 41
Judicial District of Hamilton-Wentworth
55 Main St. W.
Hamilton L8P 1H4
416-525-1550

The Unified Family Court, Judicial District of Hamilton-Wentworth, was established in 1977, in response to recommendations by the federal and Ontario law reform commissions, as a pilot project for future development in other areas of Ontario. Replacing the former Provincial Court (Family Division) of Hamilton-Wentworth, the Unified Family Court has exclusive, original jurisdiction over family matters as set out in the Courts of Justice Act, 1984, Part III. The court is designed to remedy problems, assumed to be the product of the existing court system, by unifying the exercise of jurisdiction in all **family law** matters. Court objectives relate to the interests of individual families and the state. For families, the system aims to lessen feelings of confusion, decrease costs, reduce delay and inconvenience, and provide a comprehensive, equitable, understandable and durable legal resolution. For the state, the system aims to decrease the court, legal and welfare costs of resolving family disputes; to preserve and strengthen the family by helping spouses accept their responsibilities; and to promote conditions which encourage respect for the law and the courts. Attached to and forming part of the Unified Family Court is a conciliation service, which mediates between parties to resolve issues of custody and access.

ONTARIO COURTS ATT GEN 42

Ontario is divided into eight territorial divisions called regions for judicial purposes, each headed by a Regional Director and contain a number of administrative areas that parallel county, district or regional municipal boundaries.

A list of **court** offices contained in each region appears below. Court offices are also listed in the blue pages of all telephone directories.

Court names are in the process of being changed from: Supreme, District and Surrogate Courts to Ontario Court (General Division); Provincial Court (Criminal Division and Family Division) to Ontario Court (Provincial Division); Provincial Court (Civil Division) Small Claims Court to Ontario Courts (General Division) Small Claims Court.

**NORTHEAST REGION**

*Northeast Regional Office*
*Courts Administration*
128 Pine St.
**Sudbury P3C 1X3**
705-675-4169

**Court Offices**

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
Ontario St., Plaza 11, Hwy 11
P. O. Box 119
**Burks Falls P0A 1C0**
705-382-2571
(Parry Sound)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
21 Young St.
P. O. Box 584
**Chapleau P0M 1K0**
705-864-0712
(Sudbury)

*Court Administrator*
*Ontario Court (Provincial Division)*
149 Fourth Ave.
P. O. Box 2069
**Cochrane P0L 1C0**
705-272-4358
(Cochrane)

*Sheriff*
*Ontario Court (General Division)*
149 Fourth Ave.
P. O. Box 628
**Cochrane P0L 1C0**
705-272-4256
(Cochrane)

*Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
149 Fourth Ave.
P. O. Box 638
**Cochrane P0L 1C0**
705-272-4256
(Cochrane)

*Local Registrar*
*Ontario Court (General Division)*
149 Fourth Ave.
P. O. Box 638
**Cochrane P0L 1C0**
705-272-4220
(Cochrane)

*Clerk*
*Ontario Court (General Division)*
*Small Claims Court*
149 Fourth Ave.
P. O. Box 638
**Cochrane P0L 1C0**
705-272-4330
(Cochrane)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
126 Hillside Dr. S.
**Elliott Lake P5A 1N1**
705-848-2383
(Algoma)

*Court Administrator*
*Ontario Court (Provincial Division)*
14 Oakland Blvd.
**Elliott Lake P5A 2T1**
705-848-2500
(Algoma)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
16 Sixth Ave.
Box 147
**Englehart P0J 1H0**
705-544-2598
(Timiskaming)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
100 Tudhope St.
P. O. Box 126
**Espanola P0P 1C0**
705-869-1150
(Sudbury)

*Court Administrator*
*Ontario Court (Provincial Division)*
100 Tudhope St., 2nd Flr.
P. O. Box 1248
**Espanola P0P 1C0**
705-869-4334
(Sudbury)

*Sheriff and Local Registrar*
*Ontario Court (General Division)*
27 Phipps St.
P. O. Box 265
**Gore Bay P0P 1H0**
705-282-2461
(Manitoulin)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
27 Phipps St.
P. O. Box 265
**Gore Bay P0P 1H0**
705-282-2461
(Manitoulin)

*Court Administrator*
*Ontario Court (Provincial Division)*
27 Phipps St.
P. O. Box 314
**Gore Bay P0P 1H0**
705-282-2531
(Manitoulin)

*Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
Main St.
P. O. Box 1360
**Haileybury P0J 1K0**
705-672-5296
(Timiskaming)

*Sheriff and Local Registrar*
*Ontario Court (General Division)*
393 Main St.
P. O. Box 609
**Haileybury P0J 1K0**
705-672-3321
(Timiskaming)

*Clerk*
*Ontario Court (General Division)*
*Small Claims Court*
Main St.
P. O. Box 1360
**Haileybury P0J 1K0**
705-672-3606
(Timiskaming)

*Court Administrator*
*Ontario Court (Provincial Division)*
393 Main St.
P. O. Box 1208
**Haileybury P0J 1K0**
705-672-3395
(Timiskaming)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
885 Centennial St.
Box 874
**Iroquois Falls P0K 1G0**
705-232-4374
(Cochrane)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
The Model City Mall
25 Brunetville, Ste. 35
**Kapuskasing P5N 2E9**
705-337-1477
(Cochrane)

*Court Administrator*
*Ontario Court (Provincial Division)*
4 Kirkland St. W.
P. O. Box 253
**Kirkland Lake P2N 3H7**
705-567-9381
(Timiskaming)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
4 Kirkland St. W.
P. O. Box 217
**Kirkland Lake P2N 3H7**
705-567-7060
(Timiskaming)

*Clerk*
*Ontario Court (General Division)*
*Small Claims Court*
15 Robinson St.
P. O. Box 358
**Little Current P0P 1K0**
705-368-2277
(Manitoulin)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
360 Plouffe St.
**North Bay P1B 9L5**
705-495-8307
(Nipissing)

*Sheriff and Local Registrar*
*Ontario Court (General Division)*
360 Plouffe St.
**North Bay P1B 9L5**
705-495-8307
(Nipissing)

*Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
360 Plouffe St.
**North Bay P1B 9L5**
705-495-8309
(Nipissing)

*Court Administrator*
*Ontario Court (Provincial Division)*
89 James St., Main Flr.
P. O. Box 455
**Parry Sound P2A 1T7**
705-746-4237
(Parry Sound)

*Sheriff and Local Registrar*
*Ontario Court (General Division)*
89 James St.
**Parry Sound P2A 1T7**
705-746-4251
(Parry Sound)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
89 James St.
**Parry Sound P2A 1T7**
705-746-4251
(Parry Sound)

*Sheriff*
*Ontario Court (General Division)*
426 Queen St. E.
P. O. Box 550
**Sault Ste. Marie P6A 5M8**
705-759-9430
(Algoma)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
426 Queen St. E.
P. O. Box 550
**Sault Ste. Marie P6A 1Z7**
705-253-5141
(Algoma)

*Court Administrator*
*Ontario Court (Provincial Division)*
473 Queen St. E., Ste. 100
**Sault Ste. Marie P6A 1Z5**
705-253-3288
(Algoma)

*Local Registrar*
*Ontario Court (General Division)*
426 Queen St. E.
P. O. Box 550
**Sault Ste. Marie P6A 5M8**
705-759-9418
(Algoma)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
Old Town Hall
217 Holditch St.
P. O. Box 416
**Sturgeon Falls P0H 2G0**
705-753-1090
(Nipissing)

*Sheriff*
*Ontario Court (General Division)*
155 Elm St. W.
**Sudbury P3C 1T9**
705-671-5923
(Sudbury)

*Court Administrator*
*Ontario Court (Provincial Division)*
155 Elm St. W.
**Sudbury P3C 1V1**
705-671-5929
(Sudbury)

*Court Administrator*
*Ontario Court (Provincial Division)*
40 Larch St., 2nd Flr.
**Sudbury P3C 5M7**
705-675-4231
(Sudbury)

*Local Registrar*
*Ontario Court (General Division)*
155 Elm St. W.
**Sudbury P3C 1T9**
705-671-5958
(Sudbury)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
38 Larch St.
**Sudbury P3C 5M7**
705-675-4164
(Sudbury)

*Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
47 Pine St. S.
**Timmins P4N 2J9**
705-264-7529
(Cochrane)

*Court Administrator*
*Ontario Court (Provincial Division)*
The 101 Mall
38 Pine St. N., Ste. 127
**Timmins P4N 6K6**
705-264-5228
(Cochrane)

*Clerk*
*Ontario Court (General Division)*
*Small Claims Court*
47 Pine St. S.
**Timmins P4N 2J9**
705-264-3808
(Cochrane)

**EAST REGION**

*East Regional Office*
*Courts Administration*
161 Elgin St., 2nd Flr.
**Ottawa K2P 2K1**
613-239-1272

**Court Offices**

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
110 Main St. N.
P. O. Box 699
**Alexandria K0C 1A0**
613-525-4330
(Stormont/Dundas/Glengarry)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
90 Bridge St. E.
Box 36
**Bancroft K0L 1C0**
613-332-4613
(Hastings)

*Sheriff and Local Registrar*
*Ontario Court (General Division)*
235 Pinnacle St.
**Belleville K8N 3A9**
613-962-9106
(Hastings)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
235 Pinnacle St.
**Belleville K8N 3A9**
613-962-2300
(Hastings)

*Court Administrator*
*Ontario Court (Provincial Division)*
Century Place, Ste. 402
P. O. Box 906
**Belleville K8N 5B6**
613-968-3304
(Hastings)

*Court Administrator*
*Ontario Court (Provincial Division)*
15 Victoria Ave., 1st Flr.
**Belleville K8N 1Z5**
613-962-3468
(Hastings)

*Sheriff and Local Registrar*
*Ontario Court (General Division)*
P. O. Box 8
**Brockville K6V 5T7**
613-345-2288
(Leeds/Grenville)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
27 King St. E.
**Brockville K6V 1A7**
613-342-2833
(Leeds/Grenville)

*Court Administrator*
*Ontario Court (Provincial Division)*
75 Water St. W.
P. O. Box 1360
**Brockville K6V 5Y6**
613-342-5003
(Leeds/Grenville)

*Court Administrator*
*Ontario Court (Provincial Division)*
340 Pitt St.
P. O. Box 56
**Cornwall K6H 5R9**
613-933-7500
(Stormont/Dundas/Glengarry)

*Sheriff and Local Registrar*
*Ontario Court (General Division)*
26 Pitt St.
**Cornwall K6J 3P2**
613-932-1290
(Stormont/Dundas/Glengarry)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
340 Pitt St., 4th Flr.
P. O. Box 1294
**Cornwall K6H 5V4**
613-932-1224
(Stormont/Dundas/Glengarry)

*Clerk*
*Ontario Court (General Division)*
*Small Claims Court*
464 Laurier St.
**Hawkesbury K6A 2A6**
613-632-4282
(Prescott/Russell)

*Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
464 Laurier St.
**Hawkesbury K6A 2A6**
613-632-3280
(Prescott/Russell)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
320 Church St.
P. O. Box 70
**Iroquois K0E 1K0**
613-652-2173
(Stormont/Dundas/Glengarry)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
Highway 41
P. O. Box 51
**Kaladar K0H 1Z0**
613-336-8952
(Lennox/Addington)

*Court Administrator*
*Ontario Court (Provincial Division)*
469 Montreal St.
P. O. Box 981
**Kingston K7L 4X8**
613-548-6789
(Frontenac)

*Local Registrar*
*Ontario Court (General Division)*
5 Court St.
**Kingston K7L 2N4**
613-548-6811
(Frontenac)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
5 Court St.
**Kingston K7L 2N4**
613-545-1319
(Frontenac)

*Court Administrator*
*Ontario Court (Provincial Division)*
279 Wellington St.
P. O. Box 400
**Kingston K7L 4W2**
613-548-6200
(Frontenac)

*Sheriff*
*Ontario Court (General Division)*
5 Court St.
**Kingston K7L 2N4**
613-548-6820
(Frontenac)

*Sheriff and Local Registrar*
*Ontario Court (General Division)*
Russell Courthouse
Queen St.
**L'Orignal K0B 1K0**
613-675-4567
(Prescott/Russell)

*Court Administrator*
*Ontario Court (Provincial Division)*
P. O. Box 272
**L'Orignal K0B 1K0**
613-675-4695
(Prescott/Russell)

*Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
640 Victoria St. N.
**Marmora K0K 3J0**
613-478-2915
(Hastings)

*Clerk*
*Ontario Court (General Division)*
*Small Claims Court*
108 Forsyth St.
P. O. Box 158
**Marmora K0K 2M0**
613-472-2501
(Hastings)

*Court Administrator*
*Ontario Court (Provincial Division)*
41 Dundas St. W.
P. O. Box 386
**Napanee K7R 3P5**
613-354-3850
(Lennox/ Addington)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
35 Dundas St. E.
P. O. Box 51
**Napanee K7R 3L4**
613-354-5243
(Lennox/ Addington)

*Sheriff and Local Registrar*
*Ontario Court (General Division)*
97 Thomas St. E.
**Napanee K7R 1L1**
613-354-3845
(Lennox/ Addington)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
161 Elgin St.
**Ottawa K2P 2K1**
613-239-1079
(Ottawa/Carleton)

*Court Administrator*
*Ontario Court (Provincial Division)*
161 Elgin St., Rm. 2076
**Ottawa K2P 2K1**
613-239-1144
(Ottawa/Carleton)

*Sheriff and Local Registrar*
*Ontario Court (General Division)*
297 Pembroke St. E.
**Pembroke K8A 3K2**
613-732-2541
(Renfrew)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
297 Pembroke St. E.
**Pembroke K8A 3K2**
613-732-2541
(Renfrew)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
43 Drummond St. E.
**Perth K7H 1G1**
613-267-2021
(Lanark)

*Sheriff and Local Registrar*
*Ontario Court (General Division)*
43 Drummond St. E.
**Perth K7H 1G1**
613-267-2021
(Lanark)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
9 Queen St.
P. O. Box 155
**Picton K0K 2T0**
613-476-2390
(Prince Edward)

*Court Administrator*
*Ontario Court (Provincial Division)*
Shire Hall
332 Main St.
P. O. Box 640
**Picton K0K 2T0**
613-476-2606
(Prince Edward)

*Sheriff and Local Registrar*
*Ontario Court (General Division)*
44 Union St.
P. O. Drawer 680
**Picton K0K 2T0**
613-476-6236
(Prince Edward)

*Clerk*
*Ontario Court (General Division)*
*Small Claims Court*
146 King St. W.
P. O. Box 1270
**Prescott K0E 1T0**
613-925-4633
(Leeds/Grenville)

*Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
142 King St. W.
P. O. Box 2559
**Prescott K0E 1T0**
613-925-2496
(Leeds/Grenville)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
898 Raglan St. S.
P. O. Box 386
**Renfrew K7V 4A6**
613-432-3193
(Renfrew)

*Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
1783 St. Laurent Blvd.
P. O. Box 55
**Rockland K0A 3A0**
613-446-5698
(Prescott/Russell)

*Clerk*
*Ontario Court (General Division)*
*Small Claims Court*
2560 St. Laurent Blvd.
P. O. Box 250
**Rockland K0A 3A0**
613-446-4781
(Prescott/Russell)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
General Delivery
**Sharbot Lake K0H 2P0**
613-279-2537
(Frontenac)

*Court Administrator*
*Ontario Court (Provincial Division)*
P. O. Box 31
**Smith Falls K7A 4S9**
613-283-1906
(Lanark)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
R. R. #5
**Smith Falls K7A 4S6**
613-283-4193
(Lanark)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
80 Division St.
**Trenton K8V 5S5**
613-392-1655
(Hastings)

## CENTRAL EAST REGION

*Central East Regional Office*
*Courts Administration*
1091 Gorham St., 2nd Flr.
**Newmarket L3Y 7V1**
416-836-5621

### Court Offices

*Court Administrator*
*Ontario Court (Provincial Division)*
30 Poyntz St.
P. O. Box 284
**Barrie L4M 5L4**
705-728-1221
(Simcoe)

*Sheriff and Local Registrar*
*Ontario Court (General Division)*
114 Worsley St.
**Barrie L4M 1M1**
705-728-1221
(Simcoe)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
114 Worsley St.
**Barrie L4M 3P2**
705-728-4181
(Simcoe)

*Court Administrator*
*Ontario Court (Provincial Division)*
30 Poyntz St.
P. O. Box 184
**Barrie L4M 4T2**
705-728-1221
(Simcoe)

*Court Administrator*
*Ontario Court (Provincial Division)*
3 Dominion St. N.
P. O. Box 1110
**Bracebridge P0B 1C0**
705-645-2269
(Muskoka)

*Court Administrator*
*Ontario Court (Provincial Division)*
3 Dominion St. N.
P. O. Box 159
**Bracebridge P0B 1C0**
705-645-2831
(Muskoka)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
3 Dominion St. N.
P. O. Box 1821
**Bracebridge P0B 1C0**
705-645-2682
(Muskoka)

*Sheriff and Local Registrar*
*Ontario Court (General Division)*
3 Dominion St., N.
P. O. Box 1080
**Bracebridge P0B 1C0**
705-645-8793
(Muskoka)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
860 Williams St.
Box 546
**Cobourg K9A 4L3**
416-372-7153
(Northumberland)

*Court Administrator*
*Ontario Court (Provincial Division)*
1005 Williams St.
P. O. Box 910
**Cobourg K9A 4W4**
416-372-0193
(Northumberland)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
649 Hurontario St.
**Collingwood L9Y 2N6**
705-445-4240
(Simcoe)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
Highland St.
P. O. Box 209
**Haliburton K0M 1S0**
705-457-1732
(Victoria/Haliburton)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
578 Brunel Rd.
P. O. Box 2592
**Huntsville P0A 1K0**
705-789-5630
(Muskoka)

*Sheriff and Local Registrar*
*Ontario Court (General Division)*
440 Kent St. W.
P. O. Box 4000
**Lindsay K9V 5P2**
705-324-2542
(Victoria/Haliburton)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
440 Kent St. W.
Box 82
**Lindsay K9V 4R8**
705-324-4251
(Victoria/Haliburton)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
50 Eagle St. W., 4th Flr.
**Newmarket L3Y 6B1**
416-895-4291
(York)

*Court Administrator*
*Ontario Court (Provincial Division)*
50 Eagle St. W., 2nd Flr.
**Newmarket L3Y 6B1**
416-853-4801
(York)

*Court Administrator*
*Ontario Court (Provincial Division)*
50 Eagle St. W., 3rd Flr.
**Newmarket L3Y 6B1**
416-853-4811
(York)

*Sheriff*
*Ontario Court (General Division)*
50 Eagle St. W.
**Newmarket L3Y 6B1**
416-853-4803
(York)

*Local Registrar*
*Ontario Court (General Division)*
50 Eagle St. W.
**Newmarket L3Y 6B1**
416-853-4809
(York)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
19 Front St. N.
P. O. Box 293
**Orillia L3V 6J3**
705-326-4251
(Simcoe)

*Court Administrator*
*Ontario Court (Provincial Division)*
19 Front St. N.
P. O. Box 218
**Orillia L3V 4R6**
705-326-2671
(Simcoe)

*Court Administrator*
*Ontario Court (Provincial Division)*
242 King St. E.
**Oshawa L1H 3Z8**
416-723-5251
(Durham)

*Clerk*
*Ontario Court (General Division)*
*Small Claims Court*
14 1/2 King St. E.
P. O. Box 474
**Oshawa L1H 7L5**
416-723-9332
(Durham)

*Court Administrator*
*Ontario Court (Provincial Division)*
44 Bond St. W.
P. O. Box 2216
**Oshawa L1H 7V5**
416-728-1623
(Durham)

*Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
14 1/2 King St. E.
P. O. Box 474
**Oshawa L1H 7L5**
416-436-7376
(Durham)

*Sheriff and Local Registrar*
*Ontario Court (General Division)*
470 Water St.
**Peterborough K9H 3M3**
705-745-0587
(Peterborough)

*Court Administrator*
*Ontario Court (Provincial Division)*
70 Simcoe St.
**Peterborough K9H 7G9**
705-876-3846
(Peterborough)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
470 Water St.
**Peterborough K9H 3M3**
705-749-1576
(Peterborough)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
3 Jane St.
**Port Hope L1A 2E4**
416-885-8695
(Northumberland)

*Clerk*
*Ontario Court (General Division)*
*Small Claims Court*
550 Major MacKenzie Dr.
**Richmond Hill L4C 4X7**
416-884-3833
(York)

*Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
550 Major MacKenzie Dr.
**Richmond Hill L4C 4X7**
416-884-0566
(York)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Sutton Small Claims Court*
Civic Centre Rd.
**Keswick L4P 3E9**
416-476-3586
(York)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
58A Brock St. W., Ste. 6
P. O. Box 340
**Uxbridge L0C 1K0**
416-852-7113
(Durham)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
400 Centre St. S.
Box 386
**Whitby L1N 5S4**
416-668-3624
(Durham)

*Sheriff*
*Ontario Court (General Division)*
605 Rossland Rd. E.
P. O. Box 446
**Whitby L1N 5S4**
416-668-6808
(Durham)

*Local Registrar*
*Ontario Court (General Division)*
605 Rossland Rd. E.
P. O. Box 447
**Whitby L1N 5S4**
416-668-8845
(Durham)

**METROPOLITAN TORONTO REGION**

*Metropolitan Toronto Regional Office*
*Courts Administration*
720 Bay St., 2nd Flr.
**Toronto M5G 2K1**
416-326-4250

**Court Offices**

*Clerk*
*Ontario Court (General Division)*
*Small Claims Court*
2265 Keele St., Ste. 209
**Etobicoke M6M 5B8**
416-249-8251
(York)

*Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
3633 Dundas St. W.
**Etobicoke M7S 2T4**
416-766-1211
(York)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
47 Sheppard Ave. E., 2nd Flr.
**North York M2N 5X5**
416-225-4846
(York)

*Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
2130 Lawrence Ave. E., Ste. 300
**Scarborough M1R 5B9**
416-755-5274
(York)

*Clerk*
*Ontario Court (General Division)*
*Small Claims Court*
2130 Lawrence Ave. E., Ste. 300
**Scarborough M1R 5B9**
416-755-5228
(York)

*Registrar*
*Ontario Court (General Division)*
130 Queen St. W.
**Toronto M5H 2N5**
416-363-4101
(York)

*Clerk*
*Ontario Court (General Division)*
*Small Claims Court*
444 Yonge St., 2nd Flr.
**Toronto M5B 2H4**
416-324-7367
(York)

*Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
600 Bay St., Rm. 403
**Toronto M5G 1M6**
416-977-3805
(York)

*Court Administrator*
*Ontario Court (Provincial Division)*
60 Queen St. W.
**Toronto M5H 2M4**
416-965-7523
(York)

*Local Registrar*
*Ontario Court (General Division)*
361 University Ave., Rm. 110
**Toronto M5G 1T4**
416-965-7351
(York)

*Surrogate Registrar*
*Ontario Court (General Division)*
439 University Ave., 3rd Flr.
**Toronto M5G 1Y8**
416-965-7314
(York)

*Sheriff*
*Ontario Court (General Division)*
361 University Ave., Rm. 113
**Toronto M5G 1T5**
416-965-7261
(York)

*Court Administrator*
*Ontario Court (Provincial Division)*
47 Sheppard Ave. E.
**Willowdale M2N 5N1**
416-730-0422
(York)

**CENTRAL WEST REGION**

*Central West Regional Office*
*Courts Administration*
201 County Courts Blvd., Ste. 302
**Brampton L6W 4L2**
416-452-7494

**Court Offices**

*Clerk*
*Ontario Court (General Division)*
*Small Claims Court*
7765 Hurontario St., 2nd Flr.
**Brampton L6V 2M7**
416-451-0121
(Peel)

*Court Administrator*
*Ontario Court (Provincial Division)*
141 Clarence St.
**Brampton L6V 3E6**
416-450-4730
(Peel)

*Local Registrar*
*Ontario Court (General Division)*
7755 Hurontario St.
P. O. Box 8000
**Brampton L6V 2M7**
416-452-6617
(Peel)

*Court Administrator*
*Ontario Court (Provincial Division)*
7765 Hurontario St., 2nd Flr.
P. O. Box 220
**Brampton L6V 2L1**
416-452-6608
(Peel)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
548 Locust St.
P. O. Box 384
**Burlington L7R 3Y3**
416-632-0680
(Halton)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
R. R. #3
Box 103
**Durham N0G 1R0**
519-369-3505
(Grey)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
706 Richardson Court
**Fergus N1M 3M2**
519-843-1644
(Wellington)

*Court Administrator*
*Ontario Court (Provincial Division)*
36 Wyndham St. S.
P. O. Box 244
**Guelph N1H 6J9**
519-822-7961
(Wellington)

*Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
4 Champlain Place
**Guelph N1M 2Y2**
519-824-9896
(Wellington)

*Clerk*
*Ontario Court (General Division)*
*Small Claims Court*
25 Douglas St.
**Guelph N1H 2Y2**
519-822-0131
(Wellington)

*Court Administrator*
*Ontario Court (Provincial Division)*
491 Steeles Ave. E.
**Milton L9T 1Y7**
416-878-7268
(Halton)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
491 Steeles Ave. E.
**Milton L9T 1Y7**
416-878-6771
(Halton)

*Local Registrar*
*Ontario Court (General Division)*
491 Steeles Ave. E.
**Milton L9T 1Y7**
416-878-7281
(Halton)

*Court Administrator*
*Ontario Court (Provincial Division)*
491 Steeles Ave. E.
**Milton L9T 1Y7**
416-878-4165
(Halton)

*Sheriff*
*Ontario Court (General Division)*
491 Steeles Ave. E.
**Milton L9T 1Y7**
416-878-7285
(Halton)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
470 Hensall Circle
**Mississuaga L5A 3V5**
416-277-1583
(Halton)

*Clerk*
*Ontario Court (General Division)*
*Small Claims Court*
297 Lakeshore Dr. E., Ste. 4
**Oakville L6J 1J3**
416-845-7941
(Halton)

*Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
233 Sabel St.
**Oakville L6L 3V8**
416-827-2138
(Halton)

*Sheriff and Local Registrar*
*Ontario Court (General Division)*
10 Louisa St., 1st Flr.
**Orangeville L9W 3P9**
519-941-4744
(Dufferin)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
10 Louisa St., Rm. 203
**Orangeville L9W 3P9**
519-941-9701
(Dufferin)

*Court Administrator*
*Ontario Court (Provincial Division)*
10 Louisa St., 2nd Flr.
**Orangeville L9W 3P9**
519-941-5802
(Dufferin)

*Court Administrator*
*Ontario Court (Provincial Division)*
347 8th St. E.
P. O. Box 206
**Owen Sound N4K 5P3**
519-371-1313
(Grey)

*Sheriff*
*Ontario Court (General Division)*
595 Ninth Ave. E.
**Owen Sound N4K 3E3**
519-376-7535
(Grey)

*Local Registrar*
*Ontario Court (General Division)*
595 Ninth Ave. E.
**Owen Sound N4K 3E3**
519-376-1461
(Grey)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
1131 Second Ave. E., Ste. 106
**Owen Sound N4K 2J1**
519-376-6659
(Grey)

*Court Administrator*
*Ontario Court (Provincial Division)*
1133 Second Ave. E.
P. O. Box 233
**Owen Sound N4K 5P3**
519-376-0185
(Grey) .

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
607 Mill St.
P. O. Box 1621
**Port Elgin N0H 2C0**
519-832-2253
(Bruce)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
R. R. #1
**Shelburne L0N 1S0**
519-925-5040
(Duffferin)

*Local Registrar*
*Ontario Court (General Division)*
215 Cayley St.
**Walkerton N0G 2V0**
519-881-0211
(Bruce)

*Clerk*
*Ontario Court (General Division)*
*Small Claims Court*
215 Cayley St.
Box 430
**Walkerton N0G 2V0**
519-881-0211
(Bruce)

*Court Administrator*
*Ontario Court (Provincial Division)*
215 Cayley St.
P. O. Box 39
**Walkerton N0G 2V0**
519-881-2333
(Bruce)

*Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
215 Cayley St.
Box 430
**Walkerton N0G 2V0**
519-881-1772
(Bruce)

*Sheriff*
*Ontario Court (General Division)*
215 Cayley St.
Box 430
**Walkerton N0G 2V0**
519-881-1772
(Bruce)

**CENTRAL SOUTH REGION**

*Central South Regional Office*
*Courts Administration*
50 Main St. E., 1st Flr.
**Hamilton L8N 1E9**
416-577-6866

**Court Offices**

*Sheriff and Local Registrar*
*Ontario Court (General Division)*
70 Wellington St.
**Brantford N3T 2L9**
519-752-5941
(Brant)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
38 Darling St., Ste. 203
**Brantford N3T 6A8**
519-753-0451
(Brant)

*Court Administrator*
*Ontario Court (Provincial Division)*
38 Darling St.
**Brantford N3T 6A8**
519-752-6559
(Brant)

*Court Administrator*
*Ontario Court (Provincial Division)*
102 Wellington St.
Box 608
**Brantford N3Y 2M2**
519-753-3121
(Brant)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
120 Main St., Rm. 9
**Cambridge N1R 1V7**
519-623-0170
(Waterloo)

*Clerk*
*Ontario Court (General Division)*
*Small Claims Court*
County Court House
55 Munsee St.
Box 584
**Cayuga N0A 1E0**
416-772-5942
(Haldimand)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
31 Baker Rd. N.
P. O. Box 293
**Grimsby L3M 4G5**
416-945-2756
(Niagara North)

*Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
140 Hunter St. E.
**Hamilton L8N 3M6**
416-522-2919
(Hamilton/Wentworth)

*Court Administrator*
*Ontario Court (Provincial Division)*
125 Main St. E.
Box 2014
**Hamilton L8N 1G4**
416-525-1840
(Hamilton/Wentworth)

*Court Administrator*
*Ontario Court (Provincial Division)*
55 Main St. W.
**Hamilton L8N 1H4**
416-525-1550
(Hamilton/Wentworth)

*Clerk*
*Ontario Court (General Division)*
*Small Claims Court*
140 Hunter St. E.
**Hamilton L8N 3M6**
416-522-9063
(Hamilton/Wentworth)

*Sheriff*
*Ontario Court (General Division)*
50 Main St. E.
**Hamilton L8N 1E9**
416-522-1318
(Hamilton/Wentworth)

*Local Registrar*
*Ontario Court (General Division)*
50 Main St. E.
**Hamilton L8N 1E9**
416-528-6708
(Hamilton/Wentworth)

*Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
Commerce House
520-50 Queen St. N., 5th Flr.
**Kitchener N2H 6P4**
519-745-8063
(Waterloo)

*Clerk*
*Ontario Court (General Division)*
*Small Claims Court*
520-50 Queen St. N., 5th Flr.
**Kitchener N2H 6P4**
519-745-8063
(Waterloo)

*Court Administrator*
*Ontario Court (Provincial Division)*
200 Frederick St., Ste. 1000
**Kitchener N2H 6P1**
519-741-3322
(Waterloo)

*Sheriff*
*Ontario Court (General Division)*
20 Weber St. E.
**Kitchener N2H 1C3**
519-741-3266
(Waterloo)

*Court Administrator*
*Ontario Court (Provincial Division)*
200 Frederick St., 2nd Flr.
**Kitchener N2H 6N9**
519-741-3377
(Waterloo)

*Local Registrar*
*Ontario Court (General Division)*
20 Weber St. E.
**Kitchener N2H 1C3**
519-741-3200
(Waterloo)

*Court Administrator*
*Ontario Court (Provincial Division)*
4300 Queen St.
P. O. Box 627
**Niagara Falls L2E 6J5**
416-354-2789
(Niagara South)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
4578 Queen St.
**Niagara Falls L2E 2R6**
416-356-3404
(Niagara South)

*Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
Hwy. #3 W.
Box 605
**Simcoe N3Y 4N4**
519-426-3447
(Norfolk)

*Court Administrator*
*Ontario Court (Provincial Division)*
Justice Bldg., Level #4
Hwy. #3 W.
P. O. Box 605
**Simcoe N3Y 4N4**
519-426-8330
(Norfolk)

*Clerk*
*Ontario Court (General Division)*
*Small Claims Court*
Hwy. #3 W.
Box 605
**Simcoe N3Y 4N4**
519-426-6550
(Norfolk)

*Court Administrator*
*Ontario Court (Provincial Division)*
59 Church St., 2nd Flr.
P. O. Box 1537
**St. Catharines L2R 7J9**
416-685-4856
(Niagara North)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
59 Church St., 2nd Flr.
P. O. Box 574
**St. Catharines L2R 6W8**
416-682-1560
(Niagara North)

*Court Administrator*
*Ontario Court (Provincial Division)*
59 Church St., 4th Flr.
P. O. Box 536
**St. Catharines L2R 6V9**
416-685-7142
(Niagara North)

*Court Administrator*
*Ontario Court (Provincial Division)*
40 Division St.
**Welland L3B 3Z6**
416-732-2493
(Niagara South)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
102 Main St. E.
P. O. Box 612
**Welland L3B 5R4**
416-734-7417
(Niagara South)

*Sheriff*
*Ontario Court (General Division)*
102 Main St. E.
**Welland L3B 3W6**
416-734-6284
(Niagara South)

*Court Administrator*
*Ontario Court (Provincial Division)*
3 Cross St.
P. O. Box 383
**Welland L3B 5P7**
416-734-7451
(Niagara South)

*Local Registrar*
*Ontario Court (General Division)*
102 Main St. E.
**Welland L3B 3W6**
416-735-0010
(Niagara South)

**SOUTHWEST REGION**

*Southwest Regional Office*
*Courts Administration*
150 Dufferin Ave., 2nd Flr.
**London N6A 5N6**
519-661-2880

**Court Offices**

*Court Administrator*
*Ontario Court (Provincial Division)*
21 Seventh St.
**Chatham N7M 4K1**
519-352-9070
(Kent)

*Court Administrator*
*Ontario Court (Provincial Division)*
465 St. Clair St.
Box 38
**Chatham N7M 5K1**
519-354-3400
(Kent)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
21 Seventh St.
P. O. Box 205
**Chatham N7M 5K3**
519-354-0210
(Kent)

*Local Registrar*
*Ontario Court (General Division)*
21 Seventh St., 3rd Flr.
**Chatham N7M 4K1**
519-354-4450
(Kent)

*Sheriff*
*Ontario Court (General Division)*
21 Seventh St., 3rd Flr.
**Chatham N7M 4K1**
519-352-7740
(Kent)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
61 Hamilton St.
P. O. Box 512
**Goderich N7A 4C7**
519-524-7112
(Huron)

*Sheriff and Local Registrar*
*Ontario Court (General Division)*
1 Court House Sq.
**Goderich N7A 1M2**
519-524-7322
(Huron)

*Court Administrator*
*Ontario Court (Provincial Division)*
1 Court House Sq.
**Goderich N7A 1M2**
519-524-9342
(Huron)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
17 Division St. S.
P. O. Box 40
**Kingsville N9Y 2E8**
519-733-2633
(Essex)

*Court Administrator*
*Ontario Court (Provincial Division)*
80 Dundas St. E.
P. O. Box 5600, Terminal "A"
**London N6A 2P3**
519-679-7090
(Middlesex)

*Clerk*
*Ontario Court (General Division)*
*Small Claims Court*
80 Dundas St. E.
P. O. Box 5600, Terminal "A"
**London N6A 2P3**
519-660-3000
(Middlesex)

*Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
80 Dundas St. E.
P. O. Box 5600, Terminal "A"
**London N6A 2P3**
519-433-4684
(Middlesex)

*Sheriff*
*Ontario Court (General Division)*
80 Dundas St. E.
P. O. Box 5600, Terminal "A"
**London N6A 2P3**
519-679-7140
(Middlesex)

*Court Administrator*
*Ontario Court (Provincial Division)*
80 Dundas St. E.
P. O. Box 5600, Terminal "A"
**London N6A 2P3**
519-660-3013
(Middlesex)

*Local Registrar*
*Ontario Court (General Division)*
80 Dundas St. E.
P. O. Box 5600, Terminal "A"
**London N6A 2P3**
519-660-3026
(Middlesex)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
700 North Christina St.
**Sarnia N7V 3C2**
519-337-5314
(Lambton)

*Sheriff*
*Ontario Court (General Division)*
700 North Christina St.
**Sarnia N7V 3C2**
519-337-5314
(Lambton)

*Court Administrator*
*Ontario Court (Provincial Division)*
700 North Christina St.
**Sarnia N7V 3C2**
519-337-5314
(Lambton)

*Local Registrar*
*Ontario Court (General Division)*
700 North Christina St.
**Sarnia N7V 3C2**
519-337-5314
(Lambton)

*Sheriff*
*Ontario Court (General Division)*
4-8 Wellington St.
P. O. Box 310
**St. Thomas N5P 3T9**
519-631-3530
(Elgin)

*Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
4-8 Wellington St.
P. O. Box 310
**St. Thomas N5P 3T9**
519-631-1241
(Elgin)

*Court Administrator*
*Ontario Court (Provincial Division)*
Justice Bldg.
17 George St. W.
**Stratford N5A 1A6**
519-271-9252
(Perth)

*Sheriff and Local Registrar*
*Ontario Court (General Division)*
1 Huron St.
P. O. Box 726
**Stratford N5A 6V6**
519-271-2572
(Perth)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
1 Huron St.
**Stratford N5A 5S4**
519-271-4940
(Perth)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
52 Frank St.
**Strathroy N7G 2R4**
519-245-1477
(Middlesex)

*Court Administrator*
*Ontario Court (Provincial Division)*
City Hall Sq.
P. O. Box 607
**Windsor N9A 6N4**
519-254-2591
(Essex)

*Court Administrator*
*Ontario Court (Provincial Division)*
250 Windsor Ave., 4th Flr.
P. O. Box 1508
**Windsor N9A 6R5**
519-254-2871
(Essex)

*Sheriff*
*Ontario Court (General Division)*
County Court House
245 Windsor Ave.
**Windsor N9A 1J2**
519-973-6600
(Essex)

*Clerk*
*Ontario Court (General Division)*
*Small Claims Court*
West Court Plaza
251 Goyeau St., 3rd Flr.
**Windsor N9A 6V2**
519-258-8751
(Essex)

*Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
West Court Plaza
251 Goyeau St., 3rd Flr.
**Windsor N9A 6V2**
519-258-8978
(Essex)

*Local Registrar*
*Ontario Court (General Division)*
County Court House
245 Windsor Ave.
**Windsor N9A 1J2**
519-973-6625
(Essex)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
415 Hunter St.
P. O. Box 70
**Woodstock N4S 7W5**
519-539-6187
(Oxford)

*Sheriff and Local Registrar*
*Ontario Court (General Division)*
415 Hunter St.
P. O. Box 70
**Woodstock N4S 7W5**
519-539-6187
(Oxford)

*Court Administrator*
*Ontario Court (Provincial Division)*
415 Hunter St.
P. O. Box 910
**Woodstock N4S 8A3**
519-537-2369
(Oxford)

**NORTHWEST REGION**

*Northwest Regional Office*
*Courts Administration*
233 South Court St., 2nd Flr.
**Thunder Bay P7B 2X9**
807-345-2888

**Court Offices**

*Court Administrator*
*Ontario Court (Provincial Division)*
479 Government St.
P. O. Box 3000
**Dryden P8N 3B3**
807-223-2348
(Kenora)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
479 Government St., Rm. 127
P. O. Box 636
**Dryden P8N 2Z3**
807-223-2613
(Kenora)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
333 Church St.
P. O. Box 8
**Fort Frances P9A 3M5**
807-274-5961
(Rainy River)

*Sheriff and Local Registrar*
*Ontario Court (General Division)*
333 Church St.
P. O. Box 8
**Fort Frances P9A 3M5**
807-274-5961
(Rainy River)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
333 Church St.
P. O. Box 336
**Fort Frances P9A 3M7**
807-274-9832
(Rainy River)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
624 Main St.
P. O. Box 39
**Geraldon P0T 1M0**
807-854-1488
(Thunder Bay)

*Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
216 Water St.
**Kenora P9N 1S4**
807-468-6270
(Kenora)

*Court Administrator*
*Ontario Court (Provincial Division)*
216 Water St.
**Kenora P9N 1S4**
807-468-2884
(Kenora)

*Sheriff and Local Registrar*
*Ontario Court (General Division)*
216 Water St., Rm. 211
**Kenora P9N 1S4**
807-468-2842
(Kenora)

*Clerk*
*Ontario Court (General Division)*
*Small Claims Court*
216 Water St., Rm. 211
**Kenora P9N 1S4**
807-468-2842
(Kenora)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
4 Front St.
P. O. Box 309
**Nipigon P0T 2J0**
807-887-3829
(Thunder Bay)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
Government Bldg.
Howey St.
P. O. Box 226
**Red Lake P0V 2M0**
807-727-3310
(Kenora)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
105 Ontario St.
P. O. Box 234
**Schreiber P0T 2S0**
807-824-2495
(Thunder Bay)

*Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
Walkers Lake
P. O. Box 248
**Schreiber P0T 2S0**
807-824-2543
(Thunder Bay)

*Sheriff*
*Ontario Court (General Division)*
277 Camelot St.
**Thunder Bay P7A 4B3**
807-475-1525
(Thunder Bay)

*Court Administrator*
*Ontario Court (Provincial Division)*
1805 Arthur St. E., 2nd Flr.
**Thunder Bay P7E 5N7**
807-475-1335
(Thunder Bay)

*Court Administrator*
*Ontario Court (Provincial Division)*
1805 Arthur St. E., 1st Flr.
**Thunder Bay P7E 5N7**
807-475-1365
(Thunder Bay)

*Clerk and Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
277 Camelot St., Rm. 4
**Thunder Bay P7A 4B3**
807-344-5801
(Thunder Bay)

*Local Registrar*
*Ontario Court (General Division)*
277 Camelot St.
**Thunder Bay P7A 4B3**
807-475-1575
(Thunder Bay)

*Bailiff*
*Ontario Court (General Division)*
*Small Claims Court*
277 Camelot St., Rm. 4
**Thunder Bay P7A 4B3**
807-345-6432
(Thunder Bay)

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others. Some agencies of the Ministry of the Attorney General are listed below. Contact the information or communications branch for unlisted agencies.

### ONTARIO LAW REFORM COMMISSION — ATT GEN 43

720 Bay St., 11th Flr.
Toronto M5G 2K1
416-326-4200
Fax 416-326-4693

Ontario Law Reform Commission inquires into any matter relating to law reform, the administration of justice, or judicial and quasi-judicial procedures. To carry out this function, the Commission conducts legal **research**, and issues reports containing recommendations for changes in the law. Commission reports, which are submitted to the Attorney General, are available at Publications Ontario, 880 Bay St., Toronto M7A 1N8, 326-5300 or call toll free 1-800-668-9938.

### ONTARIO LEGAL AID PLAN — ATT GEN 44

Provincial Director's Office
481 University Ave., Ste. 200
Toronto M5G 2G1
416-979-1446
416-979-1321 Research Facility

The Ontario Legal Aid Plan (**OLAP**) is operated by the **Law Society of Upper Canada** for the Attorney General. The Ontario **Legal Aid Act** ensures that no one shall be denied the services of **lawyers** for lack of money. Every Ontario resident and, in certain cases, non-residents may apply for **legal aid**. Qualification is based on need. The local Ministry of Community and Social Services office investigates an applicant's finances and informs the Legal Aid Area Director whether the applicant pays nothing, a portion, or all costs of the legal aid. The OLAP also administers **grants** to clinics providing legal services to the community and contributes to the operation of student legal aid societies in six Ontario law schools. General information on OLAP is available from the main office listed above. To apply for legal aid, contact the local OLAP office listed under Legal Aid in the white pages of telephone directories.

### FAMILY LAW ACT — ATT GEN 45

The Family Law Act recognizes marriage as an equal partnership, with each partner being entitled to equitable division of family property and having equal responsibility for the support of family dependents. The Act also extends the rights and obligations of spousal **support** and child custody to certain couples who have cohabited in common law unions. Persons who wish to make their own arrangements and opt out of the Act's proposed scheme may enter into **domestic contracts**.

### CHILDREN'S LAW REFORM ACT — ATT GEN 46

The Children's Law Reform Act, expanded by a major amendment in 1982, abolishes the legal concept of illegitimacy from the law of Ontario. Interested persons are permitted to seek out declaratory judgements of parentage. The Act also contains general evidentiary rules for the establishment of paternity. The 1982 amendment deals with the guardianship of

children's estates, custody of and access to **children**, and international enforcement of custody orders.

## ROYAL COMMISSIONS, SPECIAL PURPOSE BODIES AND OTHERS

ROYAL COMMISSIONS, SPECIAL PURPOSE BODIES AND OTHERS — ATT GEN 47
180 Dundas St. W., 22nd Flr.
Toronto, M5G 1Z8
416-598-0411

There are several categories of Ontario Government agencies, boards and commissions.

Royal Commissions are investigatory bodies appointed by Order-in-Council under the **Public Inquiries Act** to inquire into a specific public concern. The Act, administered by the Ministry of the Attorney General, governs the methods and procedures used by a commission, e.g. subpoena powers, hearings. Royal Commissions report to the Cabinet. Over 30 different commissions have been appointed since 1973 to investigate sudden or catastrophic events (e.g. Royal Commission on the Grand River Flood), examine the conduct of public service employees (e.g. Royal Commission Concerning Police Activities), or assist the government in determining policy (e.g. Royal Commission on Health Records).

**Judicial inquiries** involve tribunals, which are usually short-term. They may be appointed under specific Acts to examine special legal circumstances, and pass judgements based on government policy or law.

ROYAL COMMISSION OF INQUIRY INTO NIAGARA REGIONAL POLICE FORCE — ATT GEN 48
180 Dundas St. W., 22nd Flr.
Toronto M5G 1Z8
416-965-2142
Fax 416-965-6933

The Honourable Judge W.C.E. Colter was appointed by Order-in-Council number O.C. 751/88 on March 25, 1988 to review and report upon the activities and administration of the Niagara Regional Police Force since its inception in 1971.

## ACTS

ACTS — ATT GEN 49

The Ministry of the Attorney General is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's Policy Development Division.

Absconding Debtors Act
Absentees Act
Accidental Fires Act
Accumulations Act
Administration of Justice Act
Age of Majority and Accountability Act
Aliens' Real Property Act
Arbitrations Act
Architects Act, 1984

Assessment Review Board Act
Bail Act
Barristers Act
Blind Persons' Rights Act
Bulk Sales Act
Business Records Protection Act
Charitable Gifts Act
Charities Accounting Act
Children's Law Reform Act
Children's Law Reform Amendment Act, 1989
Commissioners for taking Affidavits Act
Compensation for Victims of Crime Act
Construction Lien Act, 1983
Conveyancing and Law of Property Act
Costs of Distress Act
Courts of Justice Act, 1984
Creditors' Relief Act
Crown Administration of Estates Act
Crown Agency Act
Crown Attorneys Act
Crown Witnesses Act
Disorderly Houses Act
Dog Owner's Liability Act
Dower and Miscellaneous Abolition Act
English and Wabigoon River Systems Mercury
Escheats Act
Estates Administration Act
Evidence Act
Execution Act
Expropriations Act
Family Law Act, 1986
Fines and Forfeitures Act
Fraudulent Conveyances Act
Fraudulent Debtors Arrest Act
Frustrated Contracts Act
Gaming Act
Habeas Corpus Act
Hospitals and Charitable Institutions Inquiries Act
Hotel Registration of Guests Act
Innkeepers Act
International Commercial Arbitration Act, 1988
International Sale of Goods Act, 1988
Interpretation Act
Interprovincial Subpoenas Act
Intervenor Funding Project Act, 1988
Judicial Review Procedure Act
Juries Act
Justices of the Peace Act, 1989
Landlord and Tenant Act
Law Society Act
Legal Aid Act

Libel and Slander Act
Limitations Act
Master and Servant Act
Mental Incompetency Act
Mercantile Law Amendment Act
Metropolitan Toronto Police Force Complaints Act, 1984
Ministry of the Attorney General Act
Minors' Protection Act
Mortgages Act
Negligence Act
Notaries Act
Occupiers' Liability Act
Ontario Law Reform Commission Act
Ontario Municipal Board Act
Partition Act
Pawnbrokers Act
Perpetuities Act
Police and Sheriffs Statute Law Amendment Act, 1989
Powers of Attorney Act
Proceedings Against the Crown Act
Professional Engineers Act, 1984
Property and Civil Rights Act
Provincial Offences Act
Public Accountancy Act
Public Authorities Protection Act
Public Halls Act
Public Inquiries Act
Public Institutions Inspection Act
Public Officers Act
Public Trustee Act
Reciprocal Enforcement of Judgments Act
Reciprocal Enforcement of Judgments (U.K.) Act, 1984
Reciprocal Enforcement of Maintenance Orders Act, 1982
Regulations Act
Religious Freedom Act
Religious Organizations' Lands Act
Revised Statutes Confirmation Act, 1981
Sale of Goods Act
Settled Estates Act
Sheriffs Act
Short Forms of Conveyances Act
Short Forms of Leases Act
Short Forms of Mortgages Act
Solicitors Act
South African Trusts Investments Act, 1988
Statute of Frauds
Statutes Act
Statutory Powers Procedure Act
Succession Law Reform Act
Support and Custody Orders Enforcement Act, 1985
Surrogate Courts Act

Ticket Speculation Act
Time Act
Transboundary Pollution Reciprocal Access Act, 1986
Trespass to Property Act
Trustee Act
Unconscionable Transactions Relief Act
University Expropriation Powers Act
Variation of Trusts Act
Vendors and Purchasers Act
Wages Act
Warehouse Receipts Act

# MINISTRY OF CITIZENSHIP

**77 Bloor St. W., 10th Flr.**
**Toronto M7A 2R9**

The Ministry of Citizenship was created in 1987 to promote a harmonious multicultural, multiracial society-one in which everyone regardless of origin or race, has equal access to Ontario's social, economic and culture benefits.

The Ministry of Citizenship coordinates Ontario's strategy on multiculturalism, working closely with all provincial ministries to launch and monitor initiatives to ensure equality in government policies and programs. Ontario Policy on Race Relations affirms the government's commitment to equal access to services for visible minorities and the Ministry's responsibilities in the area of human rights allow these commitments to be translated into action.

The mandate of the Ministry to ensure access and equality for all citizens in the four areas of multiculturalism, race relations, immigrant settlement and integration, and the Native community development. Through the delivery of services directly to the Ministry's clients-the people of Ontario-and through funding to community based agencies, organizations and institutions, the Ministry of Citizenship is responsible to the equity issues and needs of Ontario's cultural, racial and Native communities.

The Ontario Human Rights Commission reports to the Minister of Citizenship.

## DEPUTY MINISTER'S OFFICE

FRENCH LANGUAGE SERVICES — CITIZENSHIP 1
77 Bloor St. W., 6th Flr.
Toronto M7A 2R9
416-965-2506

This office coordinates the implementation of the government's French Language Services Act, 1986, within the Ministry of Culture and Communications, the Ministry of Citizenship and their agencies.

It serves as a link between the francophone community and the ministries. The office of the coordinator also makes recommendations to the ministries on ways to meet the needs of Ontario's francophone population.

MARKETING AND INFORMATION SERVICES BRANCH — CITIZENSHIP 2
77 Bloor St. W., 10th Flr.
Toronto M7A 2R9
416-324-7061

The Marketing and Information Services Branch provides communications services and information in English and French for the Ministry of Culture and Communications and the Ministry of Citizenship.

For additional information, see the Marketing and Information Services listing under the Ministry of Culture and Communications.

REGIONAL SERVICES CITIZENSHIP 3
77 Bloor St. W., 3rd Flr.
Toronto M7A 2R9
416-965-9128

Staff of Regional Services offices throughout the province encourage and develop increased opportunities for public involvement in **multicultural** and **citizenship** activities for Ontarians. Consultants work with municipalities, community groups and organizations to identify and provide access to appropriate resources. Functions of Regional Services include provision of information and delivery of the Ministry of Citizenship programs and services at the community and regional levels.

Regional Services also collects and assesses data, clarifies issues and provides innovative and effective program strategies to ensure relevancy of the Ministry's programs, in cooperation with the Ministry's program divisions.

Consultants administer the Ministry's **grants** to groups and organizations for community projects, the **Community Facilities Improvement Program (CFIP)**, leadership, **volunteer** and organization development programs, intercultural development, reception, orientation, **English as a Second Language** and training for **immigrants**.

Regional Services Consultants can be reached at the following offices:

**CENTRAL REGION**

*Regional Office*
10 St. Mary St., 2nd Flr.
**Toronto M7A 2R9**
416-965-6597

**EASTERN REGION**

*Regional Office*
1 Nicholas St., Rm. 612
**Ottawa K1N 7B7**
613-566-3728
Fax 613-566-2703
If long distance dial
1-800-267-1910

**NORTHERN REGION**

479 Government Rd., Box 3000
**Dryden P8N 3B3**
807-223-3331

390 Bay St., 3rd Flr.
**Sault Ste. Marie P6A 1X2**
705-759-8652
If long distance dial
1-800-461-7284

**WESTERN REGION**

*Regional Office*
119 King St. W., 8th Flr.
Box 2112
**Hamilton L8N 3Z9**
416-521-7229
Fax 416-521-7613
If long distance dial
1-800-263-8514

255 Dufferin Ave., 6th Flr.
**London N6A 5K6**
519-679-7146
If long distance dial
1-800-265-4731

221 Mill St., 6th Flr.
**Windsor N9C 2R1**
519-256-5486
If long distance dial
1-800-265-5668

## CORPORATE SERVICES DIVISION

CORPORATE SERVICES DIVISION CITIZENSHIP 4

The Corporate Services Division of the Ministry of Culture and Communications provides support services for the Ministry of Citizenship.

See the listings under the Ministry of Culture and Communications for information on the following branches: Legal Services Branch, Information Technology and Administrative Services Branch, Human Resources Branch, Finance Branch and Internal Audit Branch.

CITIZENSHIP DEVELOPMENT BRANCH CITIZENSHIP 5
77 Bloor St. W., 5th Flr.
Toronto M7A 2R9
416-965-6621

The Citizenship Development Branch promotes equal opportunity, appreciation, understanding and respect among Ontario's culturally and racially diverse population and the organizations that serve them. The branch develops programs to: accelerate socio-economic participation of immigrants and newcomers, improve equity in treatment and access to services, and support organizational change to respond to the reality of Ontario's cultural diversity.

Branch activities fall into the following major areas: immigrant settlement, **community** participation, **multicultural** development, multicultural organizational change, and intercultural communication. Within these program areas, the branch provides consulting services to the public, private and non-profit sectors, develops print and **audio-visual** resources, and supports training.

Grants programs administered by the branch include: the **Citizenship Development Grants Program** (CD), **Ontario Settlement and Integration Program** (OSIP), **Multiculturalism and Citizenship Community Projects Grants Program** (CPG), **Community Facilities Improvement Program** (CFIP), and **Multicultural Workplace Program Co-ordination Grants** (MWP).

The branch offers programs related to settlement, orientation and language training of **immigrants** and **refugees**, and assists other organizations and government ministries in improving access to their services. Multilingual materials and publications, such as the "Newcomers' Guide to Services in Ontario" (965-9919), are available to newcomers, and intermediaries working with them. The branch provides advice on setting up community-based settlement and integration services for newcomers. Print and audio-visual materials and referral for **English-as-a-Second-Language (ESL)** classes are available at 965-9919.

This office also coordinates the **volunteer** recognition program (Volunteer Services and Outstanding Achievement Awards 965-7505) for both the Ministry of Citizenship and the Ministry of Culture and Communications.

For information on grants and other programs, contact regional offices listed under Regional Services, Ministry of Citizenship.

CITIZENSHIP DEVELOPMENT BRANCH — CITIZENSHIP 6
ONTARIO WELCOME HOUSE NETWORK
132 St. Patrick St.
Toronto M5T 1V1
416-965-3021

The Ontario Welcome House Network provides newcomers with **multilingual information** and referral service to government, community and social agencies, and a free translation into English of educational and employment related documents to assist newcomer settlement. **English-as-a-Second-Language (ESL)** instruction linked with child care (965-2365). Ontario Welcome House has offices in Scarborough (965-9902), North York (633-7180), Mississauga (848-4680) and Hamilton (521-7569).

POLICY SERVICES BRANCH — CITIZENSHIP 7
77 Bloor St. W., 5th Flr.
Toronto M7A 2R9
416-965-4285

The Policy Services Branch provides analysis and advice to the government on current and emerging issues related to the mandate of the Ministry of Citizenship. This branch also offers selected demographic information on Ontario's multicultural population from the ethnocultural database (965-5280).

NATIVE COMMUNITY BRANCH — CITIZENSHIP 8
77 Bloor St. W., 5th Flr.
Toronto M7A 2R9
416-965-5003

The branch works in consultation and cooperation with **Native** communities and organizations to build economic self-reliance, community and organizational effectiveness. It provides consultative assistance, **research** and **information**, publications, policy advisory services and **grants.**

The branch's Native Development Consultants offer assistance to more than 500 **Metis** communities, Friendship Centres, **Native Women's Organizations, Indian Bands**, Native cultural and communications groups and other local Native groups throughout Ontario. The work of the consultants includes: identifying local problems and developing appropriate projects; recommending useful services or programs; securing resources to conduct **community development** projects; linking Native communities and organizations with the appropriate provincial ministries and agencies; and assisting in the preparation, submission and evaluation of project proposals to government.

This office administers the following programs. Capital programs: The **Ontario Native Community Infrastructure Program** provides assistance to native communities for the construction and renovation of community halls and friendship centres. The **Native Small Business Centres Program** provides assistance to native communities for the construction and development of small business centres and business parks. Business development programs: The **Native Small Business Development Program** assists Native business persons to establish, expand or modernize small business operations in Northern Ontario. The **Native Business Internship Program** provides Natives with business-related training through employment placements in the private sector.

Information and consultation is also provided to provincial ministries and agencies on policies or programs related to Native people. Grants are provided to Native Organizations

to help preserve Native **heritage** and culture and eventually enable native communities to become more economically self-reliant.

Branch services are available through 11 field officers and three area managers (see list below). Staff specialists provide support to the field, and liaise with other federal and provincial departments, ministries and agencies.

**NORTHEAST AREA**

*Area Manager/Field Office*
10 Elm St. E., 4th Flr.
**Sudbury P3C 5N3**
705-675-4349
If long distance dial
1-800-461-4027

390 Bay St., 3rd Flr.
**Sault Ste. Marie P6A 1X2**
705-942-0419
If long distance dial
1-800-461-2409

22 Wilcox St., 2nd Flr.
**Timmins P4N 3K6**
705-267-8018

**SOUTH AREA**

*Area Manager/Field Office*
77 Bloor St. W., 5th Flr.
**Toronto M7A 2R9**
416-965-5003
(Toronto/Hamilton/Ottawa)

255 Dufferin Ave., 6th Flr.
**London N6N 5K6**
519-679-7146
If long distance dial
1-800-265-4731

15 Matchedash St. N.
**Orillia, L3V 4T4**
705-325-9561

**NORTHWEST AREA**

*Area Manager/Field Office*
1825 East Arthur St.
**Thunder Bay P7E 5N7**
807-475-1683
If long distance dial
1-800-465-6939

283 Church St.
Box 613
**Fort Frances P9A 3M9**
807-274-9732

303 Main St.
Box 778
**Geraldton P0T 1M0**
807-854-0169

227 2nd St. S., 3rd Flr.
**Kenora P9N 1G1**
807-468-5568
(West Patricia area
& Kenora/Dryden area)

34 Front St. E., 2nd Flr.
**Sioux Lookout, P0V 2T0**
807-737-1018

ONTARIO RACE RELATIONS DIRECTORATE CITIZENSHIP 9
77 Bloor St. W., 20th Flr.
Toronto M7A 2R9
416-326-9702

The Directorate was formed in 1987 to facilitate implementation of the Ontario Policy on Race Relations. Consultative services are provided to both private and public sector organizations for developing race relations policies and related initiatives, including race relations training. The Directorate also addresses individual and community-based race relations disputes and assists with the design and implementation of mechanisms for resolving or preventing racial tensions. Furthermore, the Directorate plays a lead role in the development

and delivery of public education programs promoting racial harmony and administers a **grant** program for innovative race relations projects. The eight district offices are listed below:

**CENTRAL REGION**

10 St. Mary St., 2nd Flr.
**Toronto M7A 2R9**
416-965-1613

**EASTERN REGION**

Rideau Trust Building
1 Nicholas St., 6th. Flr., Rm. 612
**Ottawa K1N 7B6**
613-566-3728

1055 Princess St.
**Kingston K7L 1H3**
613-545-4435

**NORTHERN REGION**

10 Elm St., 4th Flr.
**Sudbury P3C 5N3**
705-675-4127

1825 E. Arthur St.
**Thunder Bay P7E 5N7**
807-475-1683

**SOUTHWESTERN REGION**

255 Dufferin Ave., 6th Flr.
**London N6A 5K6**
519-679-7146

Ontario Government Bldg.
119 King St. W., 8th Flr.
**Hamilton L8N 3Z9**
416-521-7870

221 Mill St., 2nd Flr.
**Windsor N9A 2R1**
519-256-2787

OFFICE FOR DISABLED PERSONS CITIZENSHIP 10
700 Bay St., 2nd Flr.
Toronto M5G 1Z6
416-326-0111 (TDD/Voice)
Toll free 1-800-387-4456 (TDD/Voice)
Fax 416-971-6612

The Office for Disabled Persons was established in 1985 with the appointment of a Minister Responsible for Disabled Persons. It has four primary responsibilities: public inquiry, promotion and awareness of the abilities of **disabled persons**, policy coordination and research of disability issues, and community liaison. The Ontario Advisory Council for Disabled Persons is appointed by and reports to the Minister Responsible for Disabled Persons.

The office promotes awareness of government services and programs. It administers a **Community Action Fund** which assists organizations in undertaking initiatives that promote the goals of equality and full participation of disabled persons in Ontario's social and economic life. An **Access Fund** established jointly by the Office for Disabled Persons and the Office for Senior Citizens' Affairs, provides **grants** to increase physical access by disabled persons and senior citizens to existing community facilities. Grants of up to $50,000 are available for approved renovations such as ramps, grab bars and brailled features.

The office also funds community-based organizations in Barrie, Guelph, Kingston, Ottawa, London, North Bay, Timmins, Thunder Bay, Waterloo and Windsor to assist disabled persons in finding suitable rental accommodation. The **Homelink Program** is a pilot project which

links disabled persons with landlords with suitable rental accommodation. There are no fees for users of the services.

**Premier's Awards for Accessibility** promote excellence in the design of barrier-free **buildings** and environments by Ontario architects, landscape architects, professional engineers, interior designers and associates, through an annual awards program.

**Community Action Awards** are presented each year to recognize the outstanding achievements of 12 persons who have worked extensively to promote the integration of disabled persons at the community level.

**Information Services** responds to written and telephone (1-800-387-4456) requests for information on programs and services provided by Ontario government ministries and their agencies.

**Publications**: Guide to Ontario Government Programs and Services for Disabled Persons (for use by individuals; information from 23 ministries is listed under headings such as education, access, employment and health services) is available in English, French, Italian, Portuguese, Chinese and Greek. Courier is a quarterly newsletter and Guide for Disabled Drivers in Ontario is published in co-operation with the Ministry of Transportation. Profile is a summary of the role and functions of the Office for Disabled Persons. Statistical Profile of Disabled Persons in Ontario, is a summary of data on the demographic characteristics of the disabled population in Ontario and factors which influence independent living. Word Choices is a lexicon of preferred terms for disability issues. The Needs and Attitudes of Disabled Ontarians lists the results of a survey of 1,480 individuals and 85 organizations.

All publications are available to the general public in English and French, and on tape for people who cannot read print.

Applications are available for: Community Action Fund grants, Access Funds grants, the Premier's Awards for Accessibility, and the Community Action Awards program by calling toll-free anywhere in Ontario 1-800-387-4456.

OFFICE FOR SENIOR CITIZENS' AFFAIRS CITIZENSHIP 11
76 College St., 6th Flr.
Toronto M7A 1N3
416-327-2422

The Office for **Senior Citizens'** Affairs was established in 1985 with the appointment of a Minister Responsible for Senior Citizens. It promotes the development of coordinated policies within government ensuring that seniors' interests are well served and provides a central information and referral service to the public on policies, programs and services available to seniors. It develops resources to motivate and assist communities, organizations and businesses to respond to the needs of seniors, fosters the independence and participation of seniors and promotes the recognition of their contributions to society.

The Office comprises five units: Social Policy and Community Initiatives; Economic Policy and Research; Education Resources; Communication and Information; and Finance and Administration. All units operate under the direction of the Special Advisor to the Minister.

An Access Fund has been established jointly by the Office for Senior Citizens' Affairs and the Office for Disabled Persons to increase physical access by disabled persons and senior citizens to existing community facilities. Matching grants of up to $50,000 are available for approved renovations such as ramps, grab bars, and brailled features.

**Ontario Senior Citizens' Month** is celebrated in June of each year to promote the recognition of seniors. An awards ceremony takes place at Queen's Park honoring a number of seniors for their outstanding contributions to their communities.

Information officers are available to answer written and telephone requests. For information on programs and services provided by and through government ministries and community organizations, please call the above number.

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). The Ministry of Citizenship's agencies are listed below. For information, contact the appropriate agency at the telephone number listed.

ONTARIO HUMAN RIGHTS COMMISSION CITIZENSHIP 12
400 University Ave., 12th Flr.
Toronto M7A 2R9
416-965-8841
Toll-free 1-800-387-7080

The Commission administers and enforces the **Human Rights Code, 1981** which provides for the right to equal treatment in **employment**, services, goods and facilities, contracts and **accommodation** without **discrimination** because of race, ancestry, place or origin, colour, sexual orientation, ethnic origin, citizenship, creed, sex, age, marital status, family status, handicap, record of offences (employment only) and receipt of public assistance (accommodation only). The Commission implements a program of investigation and conciliation of complaints and enforcement; public **education** and consultation with employers, unions, etc., with a view to reducing prejudice and discrimination; and **research** into patterns of discrimination. The 16 district offices are listed below:

### EASTERN REGION

*Regional Office*
2197 Riverside Dr., Ste. 301
**Ottawa K1H 7X3**
613-738-2801
Fax 613-738-2833
If long distance in
area code 613 dial
1-800-267-1916

1055 Princess St., Ste. 105
**Kingston K7L 1H3**
613-545-4436
Fax 613-545-4312
If long distance in
area code 613 dial
1-800-461-2958

### NORTHERN REGION

*Regional Office*
199 Larch St., 6th Flr.
**Sudbury P3E 5P9**
705-675-4455
Fax 705-675-3019
If long distance in
area code 705 dial
1-800-461-4000

227 2nd St. S., 3rd Flr.
**Kenora P9N 1G1**
807-468-2864
Fax 807-468-2845
If long distance in
area code 807 dial
1-800-465-1104

390 Bay St., 3rd Flr.
**Sault Ste. Marie P6A 1X2**
705-942-8417
Fax 705-942-9372
If long distance in
area code 705 dial
1-800-461-0551

1825 East Arthur St.
**Thunder Bay P7E 5N7**
807-623-9119
Fax 807-623-9114
If long distance in
area code 807 dial
1-800-465-8996

273 Third Ave., Ste. 204
**Timmins P4N 1E2**
705-267-6231
Fax 705-264-9196
If long distance dial
1-800-461-9847

**SOUTHWESTERN REGION**

*Regional Office*
205 Oxford St. E., 2nd Flr.
**London N6A 5G6**
519-438-0076
Fax 813-672-0268
If long distance
in area code 519 dial
1-800-268-8333

Ontario Government Bldg
119 King St. W., 8th Flr.
**Hamilton L8N 3Z9**
416-521-7870
Fax 416-521-7738
If long distance
in area code 416 dial
1-800-263-9344
in other areas dial
1-800-668-9508

824 King St. W., 4rd Flr.
**Kitchener N2G 1G1**
519-570-9622
Fax 519-743-9217
If long distance dial
1-800-263-9525

1 St. Paul St., Ste. 603
**St. Catharines L2R 7L4**
416-684-7406
Fax 819-684-5931
If long distance
in area code 416 dial
1-800-263-4916

500 Ouellette Ave., Ste. 305
**Windsor N9A 1B3**
519-256-8278
Fax 519-971-8271
If long distance
in area code 519 dial
1-800-265-5140

**TORONTO EAST, WEST AND CENTRAL REGIONS**

2500 Lawrence Ave. E., 2nd Flr.
**Scarborough M1P 2R7**
416-750-3575
Fax 416-750-3369
(Toronto East District)
If long distance
in area codes 416 and 705 dial
1-800-268-6585

400 University Ave., 12th Flr.
**Toronto M7A 2R9**
416-965-6841
416-965-6571 TDD
Fax 416-965-3197
If long distance dial
1-800-387-7080

595 Bay St., 4th Flr.
**Toronto M5G 2C2**
416-326-9511
Fax 416-326-9520

2 Robert Speck Pkwy., Ste. 310
**Mississauga L4Z 1H8**
416-273-7811
Fax 416-273-5570
(Toronto West District)
If long distance
in area codes 416, 519,
613 and 705 dial
1-800-268-2808

ONTARIO ADVISORY COUNCIL ON MULTICULTURALISM AND CITIZENSHIP — CITIZENSHIP 13

10 St. Mary St., 2nd Flr.
Toronto M7A 2R9
416-965-6889
Fax 416-324-6856

The Ontario Advisory Council on Multiculturalism and Citizenship (OACMC) has fifty-one members from across Ontario who are appointed by an Order-in-Council. Representing a wide range of ethnocultural backgrounds and occupations, members are selected on the basis of their sensitivity to the multicultural nature of Ontario's society and knowledge of its ethnocultural communities. The council's role is to advise the Government of Ontario on matters pertaining to **multiculturalism** and **citizenship**. The council responds to specific government requests for advice on policy formulation and program development and delivery; examines and comments on the effectiveness of policies, programs and service delivery mechanisms; and promotes the concept of multicultural Ontario set out in the government's multicultural policy on equality, access and participation, cultural retention and sharing. Recommendations are made to the provincial government through the Minister of Citizenship.

ONTARIO ADVISORY COUNCIL FOR DISABLED PERSONS — CITIZENSHIP 14

700 Bay St., Ste. 203
Toronto M5G 1Z6
416-326-0140 (TDD/Voice)
Fax 416-326-0193

The Ontario Advisory Council for Disabled Persons advises the government on issues concerning people with **disabilities** in Ontario.

The 17 members appointed by Order-in-Council meet regularly in Toronto and hold periodic consultation meetings across the province. Council reports to the government through the Minister Responsible for Disabled Persons, publishes an annual report and reports on major issues of concern to persons with disabilities, such as employment, transportation and independent living.

ONTARIO ADVISORY COUNCIL ON SENIOR CITIZENS — CITIZENSHIP 15

700 Bay St., Ste. 203
Toronto M5G 1Z6
416-326-0175 (TDD/Voice)
Fax 416-326-0193

The Ontario Advisory Council on Senior Citizens advises the Government of Ontario, through the Minister for Senior Citizens' Affairs, on matters pertaining to the well-being of the aged and aging population in Ontario. Council promotes the development of opportunities for self-help for **senior citizens** and reviews current policies which concern aged and aging persons. Appointed by Order-in-Council, it consists of 16 members from across the province who meet regularly. An annual report is published. Council produces a quarterly **publication**, "Especially for Seniors", which is mailed to all Ontario senior citizens receiving the Old Age Security Pension.

## ACTS

ACTS CITIZENSHIP 16

The Ministry of Citizenship is responsible for the Act listed below. The Act is administered by the Ontario Human Rights Commission.

Human Rights Code, 1981

# MINISTRY OF COLLEGES AND UNIVERSITIES

**Mowat Block, 3rd Flr.**
**900 Bay St.**
**Queen's Park, Toronto M7A 1L2**

The Ministry of Colleges and Universities' goal is to enable Ontario to meet its social and economic challenges by ensuring that the people and province are provided with opportunities for excellent, relevant and accessible post-secondary education and by supporting research and the development of technological competence.

Formed in May 1984, the Ministry was originally known as the Department of University Affairs. It became the Department of Colleges and Universities after acquiring responsibility for the Colleges of Applied Arts and Technology from the Department of Education. With the reorganization of the Ontario Government in 1972, the name was changed to the Ministry of Colleges and Universities. It acquired the Industrial Training Branch, with responsibilities for apprenticeship programs, from the Ministry of Labour in April 1972. The Ministry of Colleges and Universities and the Ministry of Education became the responsibility of one Minister, with one administration division, in 1978. In 1985, the Skills Development Division was transferred to the newly formed Ministry of Skills Development.

The Ministry of Colleges and Universities administers four acts and related regulations through two divisions, several branches and agencies. The Ministry carries out the Ministry of Colleges and Universities Act's mandate by developing policies and programs related to the funding of universities and colleges, regulating the colleges and private vocational schools in accordance with applicable statutes, and administering financial assistance to eligible students.

## DEPUTY MINISTER'S OFFICE

LEGAL SERVICES MCU 1
Mowat Block, 3rd Flr.
900 Bay St.
Toronto M7A 1L2
416-324-3708
Fax 416-965-0472

The office provides legal services to the Ministry and its agencies, including drafting and interpretation of legislation, statutes, regulations, Orders-in-Council and contracts. It also provides legal opinions and advice on policy and legal issues.

COMMUNICATIONS BRANCH MCU 2
900 Bay St., 8th Flr.
Toronto M7A 1L2
416-963-3967
Fax 416-324-7249

This branch advises the Ministry on communications plans and strategies; communicates policies, programs and positions on post-secondary educational issues to the media and the public; and assists the Ministry in improving communications effectiveness amongst its client agencies.

Through the Enquiries Unit (965-6407) of the Ministry of Education's Communication Services Branch, information is provided to the public and the media.

CORPORATE PLANNING AND SERVICES BRANCH MCU 3
790 Bay St., 11th Flr.
Toronto M5G 1N8
416-963-3955
416-324-6909 (French)
Fax 416-963-1278

This branch develops expenditure plans and prepares annual estimates for the Ministry's programs and administrative budgets. It provides human resources planning, development, recruitment and staff relations services; and also produces data, and provides information support and analysis for corporate policies and directions. Implementation of the **Freedom of Information** and Protection of Individual Privacy Act (963-2070) is coordinated by the branch. It acquires financial, systems, audit and administrative support services from the Ministry of Education.

FRANCOPHONE AFFAIRS MCU 4
900 Bay St.
Mowat Block, 9th Flr.
Queen's Park, Toronto M7A 1L2
416-965-2257
Fax 416-324-4894

This office assists the Ministry in implementing the **French Language Services** Act, 1986, which came into effect November 18, 1989. Francophone Affairs also participates in the development of Ministry policies and administers two programs: EDUC-ACTION which encourages Franco-Ontarians of all ages to participate in post-secondary activities, and FORMA-DISTANCE whose goal is to encourage post secondary institutions to develop and deliver courses and programs in French to Franco-Ontarians using **distance education**. The office will respond to inquiries on these programs.

**POSTSECONDARY PARTNERSHIP AND RESEARCH DIVISION**

RESEARCH SUPPORT AND INTERNATIONAL ACTIVITIES BRANCH MCU 5
790 Bay St., Ste. 1104
Toronto M5G 1N8
416-963-1194 (Research)
416-963-0874 (International)
Fax 416-965-6690

This branch develops and implements initiatives to strengthen research and development activities in universities and facilitates the transfer of technology between universities and industry. It administers a variety of research support programs, including the **University Research Incentive Fund (URIF)** (963-1194).

This office initiates and coordinates activities in international post-secondary education and research for the Ministry and its clients; assists the development and implementation of policies and programs relating to international post-secondary education through liaison with appropriate government departments, agencies, and non-governmental organizations (963-0874).

PRIVATE VOCATIONAL SCHOOLS MCU 6
790 Bay St., Ste. 1103
Toronto M5G 1N8
416-965-5348
416-963-2069 (French)
Fax 416-963-1278

The Private Vocational Schools Unit is responsible for registering and regulating post-secondary private vocational **schools** throughout the Province.

**COLLEGES, UNIVERSITIES AND STUDENT SUPPORT DIVISION**

COLLEGE AFFAIRS BRANCH MCU 7
Mowat Block, 10th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1L2
416-965-5375

The College Affairs Branch formulates and implements plans and policies for the **Colleges of Applied Arts and Technology (CAATs)**, often called community **colleges**. Operating and capital **grants** are provided to the colleges for the delivery of academic and skills related programs. The colleges also offer skills **vocational** training sponsored by the federal and provincial governments under the **Canadian Jobs Strategy** and **Ontario's Training Strategy**. For information about programs available at CAATs, contact the colleges. See the Ministry of Skills Development entries for information on vocational training under the Canadian Jobs Strategy and Ontario's Training Strategy.

The branch also liaises with the **Ontario Council of Regents for Colleges of Applied Arts and Technology**.

UNIVERSITY RELATIONS BRANCH MCU 8
Mowat Block, 9th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1L2
416-965-3878/6382
Fax 416-963-1081

The University Relations Branch is responsible for administering the provincial **grants** to Ontario **universities**, including the distribution of operating and capital grants, and the **Degree Granting Act, 1983**. Policy proposals are developed and analyzed with reference to university operations, physical resources and their funding. The branch also implements policy decisions; acts as liaison with the **Ontario Council on University Affairs** and other university-related organizations; and maintains government-university relations in general. Other responsibilities include answering inquiries about university-related matters, publishing the **Ontario Operating Funds Distribution Manual** for use by university administrators, coordinating policy development and dealing with health sciences program issues in relation to colleges of applied arts and technology, and universities. The branch liaises with other ministries (primarily the Ministry of Health), health professionals' associations and regulatory bodies about **health**, human resources and education issues (965-5543).

STUDENT SUPPORT BRANCH MCU 9
P. O. Box 4500
Thunder Bay P7B 6G9
807-345-4830
Toll-free 1-800-465-3013
Toll-free 1-800-465-3958 (TDD)

Financial Aid Office
Mowat Block, 8th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2B4
416-965-2798/6362
Toll-free 1-800-263-2847/8

The Student Support Branch administers programs which offer **financial assistance**, in the form of **loans, grants** or **bursaries**, to Ontario **students** studying at colleges and universities. Six plans based on financial need are operated under the **Ontario Student Assistance Program (OSAP)**: the **Ontario Study Grant Plan, Canada Student Loans Plan, Ontario Student Loans Plan, Ontario Special Bursary Plan, Ontario Work-Study Plan** and the **Part-Time Student Loans Plan** (Canada Student Loans). The branch also awards **fellowships** or **scholarships** for outstanding university graduate work: the **Ontario Graduate Scholarship, Sir John A. Macdonald Graduate Fellowship** in Canadian History, **Ontario-Quebec Exchange Fellowship, Queen Elizabeth II Ontario Scholarships**, and the **John Charles Polanyi Prizes**. Programs are available to students and teachers for bilingual study: **Fellowships for Studying in French, Teacher's Summer Bursary, Bursary Program for Teachers** in French-Language Instructional Units, and **Summer Language Bursary Program**. The branch also administers two special scholarships: the **William G. Davis Student Award** for children of Crown employees and the **Aird Scholarship** for disabled individuals. Students should apply through the Financial Aid Office located at the post-secondary institution they plan to attend. Students attending private or out-of province institutions should contact the above Financial Aid Office.

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Colleges and Universities are listed below. Contact the communications branch for unlisted agencies.

ONTARIO COUNCIL ON UNIVERSITY AFFAIRS MCU 10
700 Bay St., 7th Flr.
Toronto M5G 1Z6
416-965-5233
Fax 416-963-0231

Established by Order-in-Council in 1974, the **Ontario Council on University Affairs (OCUA)** advises the Minister of Colleges and Universities and the Lieutenant Governor-in-Council on funding requirements, allocation of funds, graduate and professional program approval, **Ontario Graduate Scholarship** funding, and any other matters pertaining to the university system. OCUA acts as a buffer between government and the 15 provincially assisted **universities, Ryerson Polytechnical Institute**, the **Ontario College of Art**, and the **Ontario Institute for Studies in Education**. The council is composed of a full-time chairman and 19 members who serve on a part-time basis. A small staff supports the work of the council.

ONTARIO COUNCIL OF REGENTS FOR COLLEGES OF APPLIED ARTS AND TECHNOLOGY (CAATs) MCU 11

790 Bay St., 10th Flr.
Toronto M5G 1N8
416-965-4234
Fax 416-963-1278

The Ontario Council of Regents advises the Minister of Colleges and Universities on policy and planning matters of a system-wide nature for Ontario's Colleges of Applied Arts and Technology. Currently the Council is undertaking a major review of the mandate of Ontario's college system, known as Vision 2000. The Council is also responsible for: appointing college boards of governors; **collective bargaining**, on behalf of the **colleges**, with academic and support staff; and reviewing and recommending salaries, terms and conditions of employment for college administrative staff and presidents. The Council also liaises with the College Affairs Branch of the Ministry. A small research secretariat supports the work of the Council.

COLLEGE RELATIONS COMMISSION MCU 12

111 Avenue Rd., Ste. 400
Toronto M5R 3J8
416-922-7679
Fax 416-963-3957

The College Relations Commission was established in 1975 to oversee **collective bargaining** between the Ontario Council of Regents for Colleges of Applied Arts and Technology (CAATs) and the **Ontario Public Service Employees Union**, representing both academic and support staff. The commission monitors and assists in negotiations, supervises staff votes, and advises the Lieutenant Governor-in-Council when a strike or lockout is jeopardizing student education.

## ACTS

ACTS MCU 13

The Ministry of Colleges and Universities is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's communications branch.

Colleges Collective Bargaining Act, R.S.O. 1980
Degree Granting Act, 1983, S.O. 1983
Ministry of Colleges and Universities Act, R.S.O. 1980
Private Vocational Schools Act, R.S.O. 1980

The following is a list of related Acts.

An Act Respecting Queen's College at Kingston, 1874, as amended
Brock University Act, 1964
Carleton University Act, 1952
Lakehead University Act, 1965
Laurentian University of Sudbury Act, 1960
McMaster University Act, 1976
Ontario College of Art Act, 1968-69
Osgoode Hall Law School Scholarships Act, 1968-69
Ryerson Polytechnical Institute Act, 1977

Sunnybrook Hospital Act, 1966
Trent University Act, 1962-63
University of Guelph Act, 1964
University of Ottawa Act, 1965
University of Toronto Act, 1971
University of Waterloo Act, 1972
University of Western Ontario Act, 1982
University of Windsor Act, 1962-63
Wilfred Laurier University Act, 1973
York University Act, 1965

# MINISTRY OF COMMUNITY AND SOCIAL SERVICES

**Hepburn Block, 80 Grosvenor St.**
**Queen's Park, Toronto M7A 1E9**

The Ministry of Community and Social Services, established in 1930 as the Department of Public Welfare, was formed as a result of the Ross Commission on Public Welfare. The Old Age Pensions, Mother's Allowance and Children's Aid branches previously administered by the Provincial Secretary, and the Unemployment Relief Branch from the Department of Labour were amalgamated under the new department. In 1967, the name was changed to the Department of Social and Family Services and, in 1972, it became the Ministry of Community and Social Services.

In 1974, the Ministry acquired the Mental Retardation Program under the Developmental Services Act from the Ministry of Health. The children's services programs were transferred from the Ministries of Health, Correctional Services and the Attorney General in 1977. In November 1984, the new Child and Family Services Act was proclaimed. It eliminates inconsistencies, simplifies the law, addresses new legal issues, and ensures that legislation conforms with the equality provisions of the Charter of Rights and Freedoms.

The current trend is to encourage and support community programs enabling physically and developmentally handicapped persons and elderly citizens to live independently. Ministry-operated and funded programs are moving towards small, community residential settings with local support networks.

Administration of Ministry funded and direct-delivery programs across the province is decentralized to 4 regional and 13 area offices.

## DEPUTY MINISTER'S OFFICE

### COMMUNICATIONS AND MARKETING BRANCH — COMSOC 1

Hepburn Block, 7th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-7825

The branch establishes communications and marketing policy for the Ministry; consults with staff and prepares communications and marketing strategies in partnership with corporate offices and divisions; and provides communications support to the Minister and Deputy Minister. Responsibilities include liaising with the media; answering public inquiries; coordinating and providing creative services such as artwork and design; producing and distributing publications, news releases and audio-visual materials; preparing speeches for senior executives and directing advertising campaigns. Public relations assistance and consultation, which may result in publications, films, videos, conferences and displays, is available to municipalities and social agencies for explaining Ministry programs to selected target audiences.

The branch also provides an internal conduit for quick responses to many important and contentious operations and policy issues arising from questions in the Legislature, the media and information supplied by other contacts within the Minister's, the Deputy Minister's and the Assistant Deputy Minister's offices. The branch responds to inquiries that cannot be transferred to the regional or area offices, and provides executive and administrative assistance to the offices of the Deputy Minister and the Assistant Deputy Minister, Operations Division.

COMMUNICATION AND MARKETING BRANCH COMSOC 2
CUSTOMER SERVICE
Macdonald Block, Rm. M1-17
900 Bay St.
Queen's Park, Toronto M7A 1E9
416-965-7825
(collect calls accepted)

General **information** on Ministry services and programs is provided to the public by this section. It acts as a liaison between clients and offices; refers callers to other information sources; and provides copies of Ministry publications.

LEGAL SERVICES BRANCH COMSOC 3
Hepburn Block, 4th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-5147/8 & 965-2080

The Legal Services Branch advises the Ministry on legal matters, including the interpretation of statutes, regulations and other legal documents. General legal services such as conducting litigation and providing legal opinions, are also provided. The branch is responsible to the Ministry of the Attorney General.

**STRATEGIC PLANNING AND INTERGOVERNMENTAL RELATIONS DIVISION**

STRATEGIC PLANNING AND COMSOC 4
INTERGOVERNMENTAL RELATIONS DIVISION
Hepburn Block, 6th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-6231
Fax 416-324-4576

Strategic Planning and Intergovernmental Relations coordinates and gives impetus to the strategic planning process, formulates policies, and responds to intergovernmental issues affecting the Ministry, e.g. **CAP (Canada Assistance Plan), VRDP (Vocational Rehabilitation of Disabled Persons)**, and **IWA (Indian Welfare Agreement)** cost-sharing. Activities include developing policies related to the provision of **Native** services; coordinating Cabinet Policy Committees and Cabinet agenda; liaising with Cabinet Committees, Cabinet Offices and other ministries; negotiating renewal/changes to VRDP agreements and guidelines; and conducting research and program evaluation within the Ministry.

The **Strategic Planning Unit** (965-3203) integrates the principles and practices of strategic planning for Ministry management. By ensuring that the necessary processes are in place and environmental information is provided, the unit establishes the strategic focus of the Ministry and its divisions.

The **Intergovernmental Policy Unit** (965-1083) develops policies and responds to intergovernmental issues and processes relating to the Federal, other provincial and municipal governments. The unit also negotiates cost-sharing issues, and maintains and enhances relationships through the exchange of information.

The **Research and Program Evaluation Unit** (965-9884) is the primary focus of research and program evaluation activities in the Ministry. Technical consultation, research and evaluation

design, funding and project management services are available to the divisions of the Ministry.

The **Policy Coordination Unit** (965-4523) acts as the liaison for the Minister, Deputy Minister and senior management with the Cabinet Committee, Cabinet Offices and other ministries. The unit develops briefing material for the Minister and Deputy Minister for weekly Cabinet and Cabinet Committee meetings, and serves as a central registry of information on the status of policy issues.

The Provincial Vocational Rehabilitation of Disabled Persons Coordinator (965-6299) is the authority for administering the V.R.D.P. Agreement with the Federal Government. Key responsibilities include ensuring that the province receives appropriate cost-sharing revenue; representing Ontario's interests in negotiations for new agreements; and maintaining liaison with other juridictions.

The **Native Services Unit** (965-3203) assists in developing and implementing government and Ministry policies and practices relating to Native Services; facilitating Ministry Native-oriented activities; and liaising with Provincial Native groups and Indian and Northern Affairs Canada.

The **Provincial-Municipal Relations Unit** (963-3970) coordinates the Ministry's relationship with the municipalities on issues such as the management and delivery of social services, cost-sharing relationships and planning activities.

CHILDREN'S SERVICES BRANCH COMSOC 5
Hepburn Block, 3rd Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-6237

This branch develops policies and programs for services under the **Child and Family Services Act**, 1984, including services for **Native People**, licensing of children's residential care facilities, confidentiality of and access to records, use of extraordinary measures, young offenders services, child welfare services, treatment, intervention and primary prevention services.

Child Welfare services provided through **Children's Aid Societies** for the enhancement of family life, protection of **children** and prevention of child abuse and neglect, include support, counselling and supervision of children in their homes, and placement and care of children in foster and adoption homes or in children's residences by agreement with the family or by court order.

Child Treatment services by psychiatrists for severely disturbed children, may be provided through Ministry operated facilities or approved agencies in residential or non-residential programs, and usually in association with other helping professionals.

**Child and Family Intervention** services provided, through approved agencies, for children with social, emotional, or behavioral problems and their families, include assessment, **counselling** and life skills training, and may be residential or non-residential.

**Young Offenders** services are provided through approved agencies, contractual arrangements with service providers, and Ministry operated facilities for children 12-15 years of age who are in conflict with the law and subject to the Young Offenders Act or the Provincial Offences Act. Services include detention, pre-disposition reports, community service programs, probation supervision and open and secure custody.

Community Support services are designed to enhance the ability of communities and populations at risk to cope with change and to respond to the needs of children and their families. Services include primary prevention initiatives, and professional and community consultation and research offered through approved agencies, colleges, universities, professional associations, and community organizations, (such as Children's Services Coordinating and Advisory Groups and Residential Placement Advisory Committees).

**OPERATIONS DIVISION**

CHILDREN'S AND ADULTS' SERVICES COMSOC 6
Hepburn Block, 6th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-7683

The Operations Division, is responsible for the delivery of all **children's** and **adults'** services programs within this Ministry. Centralized program and initiative implementation and support planning are provided by the Operational Coordination Branch (see separate entry). Decentralized service is delivered through the Regional Directors and Area Managers in the Ministry's Regional, Area and Local Offices, and all provincially run facilities for the developmentally handicapped, training schools and detention homes for children. The functions of the regional and area offices are described under this Ministry's Regional Organization entry.

OPERATIONAL COORDINATION BRANCH COMSOC 7
Hepburn Block, 7th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-4765

The Operational Coordination Branch is responsible for achieving Ministry and divisional goals through the development and implementation of strategic systems that support a decentralized operating authority within the context of a corporate management perspective. The branch consists of Program Coordination Section, Strategic Support Section, Central Services Section, French Language Services, Chaplaincy Services, Multi-year Plan, Facility Services Section and a Finance and Administration Section.

OPERATIONAL COORDINATION BRANCH COMSOC 8
CHAPLAINCY SERVICES
2195 Yonge St., 3rd Flr.
Toronto M4S 2B2
416-965-3733

This section coordinates the chaplaincy services provided by the Ministries of Community and Social Services, Correctional Services and Health to various institutions across the province. The Ministry of Community and Social Services acts as the "lead ministry" in coordinating the services of chaplains employed by other ministries. Chaplaincy Services is responsible for liaison between the Ontario Provincial Interfaith Committee on Chaplaincy and government ministries, and implementation and development of policy on the delivery of pastoral care.

Regional offices and coordinators are listed below.

*Rev. Dirk Habermehl*
Peterborough Region
Brookside School
390 King St. E.
P. O. Box 159
**Cobourg K9A 4K6**
416-372-5451 Ext.258

*Rev. Siebert Vanhouten*
Hamilton-Niagara Region
499 King St. E., Rm. 209
**Hamilton L8N 1E1**
416-525-0122

*Rev. Adam K. Prasuhn*
Southeast Region
703-336 Alfred St.
**Kingston K7L 3S5**
613-548-6761

*Rev. Stuart J. Schroeder*
Guelph-Goderich Region
Freeport Hospital
3570 King St. E.
**Kitchener N2A 2W1**
519-893-2710

*Rev. John de Vries*
Woodstock-Windsor Region
CPRI
Sanatorium Rd.
Box 2460
**London N6A 4G6**
519-471-2540 Ext.2308/2112

Georgian Bay Region
Huronia Regional Centre
P. O. Box 1000
**Orillia L3V 6L2**
705-326-7361

*Rev. Dr. Arnold A. Bethune*
Toronto Region
Thistletown Regional Centre
51 Panorama Crt.
**Rexdale M9V 4L8**
416-741-1210

*Rev. Fr. Ren G. Hbert*
Northern Region
Sudbury District Office
111 Larch St., 7th Flr.
**Sudbury P3E 5E9**
705-675-4515 Ext. 249/50

*Rev. R. Michael Steeves*
Northwest Region
710 Victoria Ave.
**Thunder Bay P7C 5P7**
807-475-1436

OPERATIONAL COORDINATION BRANCH — COMSOC 9
OFFICE OF THE COORDINATOR
OF FRENCH LANGUAGE SERVICES
700 Bay St., 21st Flr.
Toronto M5S 1Z9
416-965-9794

This office advises the Deputy Minister and management on the provision of **French language services** within the framework of Ministry programs and activities, and monitors the effective delivery of services in French. Policy proposals and implementation plans are formulated to meet Ministry obligations under the French Language Services Act. The office also assists divisions and branches with implementation of the Act; liaises with francophone associations about the needs and concerns of the Franco-Ontarian community; disseminates information on the availability of Ministry services in French; coordinates translation of major documents, as required, and standardization of bilingual Ministry terminology.

REGIONAL ORGANIZATION
CHILDREN'S AND ADULTS' OPERATIONS
REGIONAL, AREA AND LOCAL OFFICES

COMSOC 10

To ensure effective service delivery throughout the province, four regions (Northern, Southeast, Southwest and Central) are responsible for coordinating **adult** and **children's** programs.

Each region is headed by a Regional Director who administers Ministry run and Ministry funded programs by coordinating the activities of area offices, local offices for adults' services, juvenile probation field offices, and all provincially run facilities (i.e. facilities for the developmentally handicapped, training schools and detention homes for children). The Regional Director also provides general management, including resource allocation.

Adults' Services Programs delivered by area and local offices include: Family Benefits; Vocational Rehabilitation Maintenance Allowances; Handicapped Children's Allowance; General Welfare Assistance (administered by municipalities and Indian Band Councils or by the province in unorganized territories); the Work Incentive Programs; and the Senior Citizens' Program. These programs, and the Soldiers' Aid Commission, are described in individual entries.

Children's Services Programs delivered by area offices include: Child Welfare (Children's Aid Societies); Day Nurseries; Probation services for children (Juvenile Corrections); Residential Care and Residential Treatment Services; and Community Programs for developmentally handicapped children. These programs are described in individual entries.

The Facilities for the Developmentally Handicapped and the Youth Corrections Program, which includes probation offices, training schools and detention homes for children, are described in the entries which follow.

The Ministry's Regional, Area and Local Offices are listed below.

**CENTRAL REGION**

*Regional Director*
2195 Yonge St., 10th Flr.
**Toronto M7A 1G2**
416-963-1010

*Barrie Area Office*
34 Simcoe St., Box 910
**Barrie L4M 1A1**
705-737-1311
If long distance dial
1-800-461-7551

*York Local Office*
135 Yonge St. N.
**Aurora L4G 1P3**
416-727-3156

*Local Office*
80 Colborne St. W.
P. O. Box 98
**Orillia L3V 2Y7**
705-325-7408

*Mississauga Area Office*
1140 Burnhamthorpe Rd. W., Ste. 212
**Mississauga L5C 4E9**
416-897-3100

*Toronto Area Office*
2195 Yonge St., 9th Flr.
**Toronto M7A 1G1**
416-965-1433
416-965-5103 (Senior Citizens)

*Local Office (N. W.)*
3501 Dufferin St., Main Flr.
**Downsview M3K 1N6**
416-631-7444

*Local Office (S. E.)*
252 Parliament St.
**Toronto M5A 3A4**
416-362-6111

*Local Office (N. E.)*
1911 Eglinton Ave. E.
**Scarborough M1L 2L6**
416-752-6625

*Local Office (S. W.)*
121 Kennedy Ave., 2nd Flr.
**Toronto M6S 2X8**
416-763-3631

**SOUTHWEST REGION**

*Regional Director*
195 Dufferin Ave., 5th Flr.
**London N6A 1K7**
519-438-8344

*Hamilton Area Office*
119 King St. W., 6th Flr.
P. O. Box 2112
**Hamilton L8N 3Z9**
416-521-7280

*Local Office*
38 Darling St., 3rd Flr.
**Brantford N3T 6A8**
519-756-5790

*Local Office*
4701 St. Clair Ave., 3rd Flr.
**Niagara Falls L2E 3S9**
416-357-0363

*Local Office*
110 James St., 6th Flr.
Box 176
**St. Catharines L2R 6S4**
416-688-3022
If long distance ask
operator for Zenith 21370

*Local Office*
266 Division St.
**Welland L3B 4A4**
416-735-6510

*London Area Office*
495 Richmond St., 6th Flr.
**London N6A 5A9**
519-438-5111
If long distance dial
1-800-265-4197

*Local Office*
75 Wellington St.
P. O. Box 1150
**Clinton N0M 1L0**
519-482-3971

*Local Office*
P. O. Box 605
Court House, #3 Highway
**Simcoe N3Y 4N4**
519-428-0380
If long distance dial
1-800-265-8071

*Local Office*
194 Ontario St.
**Stratford N5A 3H4**
519-271-1530

*Local Office*
499 Talbot St.
**St. Thomas N5P 1C3**
519-631-3032

*Waterloo Area Office*
Waterloo Town Square
75 King St. S., 5th Flr.
**Waterloo N2J 1P2**
519-886-4700
If long distance ask
operator for Zenith 37610
(Grey, Bruce, Waterloo, Wellington)

*Local Office*
73 Water St. N.
**Cambridge N1R 7L6**
519-623-1230

*Local Office*
60 Baker St.
**Guelph N1H 4G1**
519-822-7500

*Local Office*
945 3rd Ave. E.
P. O. Box 697
**Owen Sound N4K 5R4**
519-376-1951
If long distance ask
operator for Zenith 21370

*Local Office*
P. O. Box 1058
209 Cayley St.
**Walkerton N0G 2V0**
519-881-0977

*Windsor Area Office*
250 Windsor Ave., 1st Flr.
**Windsor N9A 6V9**
519-254-1651
If long distance ask
operator for Zenith 21370

*Local Office*
48 Fifth St. S., 2nd Flr.
**Chatham N7M 4V7**
519-352-5040

*Local Office*
18 Selkirk St.
**Leamington N8H 1G3**
519-326-2511

*Local Office*
720 Christina St. N.
**Sarnia N7V 3C2**
519-337-3735
If long distance ask
operator for Zenith 21370

**SOUTHEAST REGION**

*Regional Director*
336 Alfred St.
**Kingston K7L 3S5**
613-548-6761

*Kingston Area Office*
1055 Princess St., Ste. 103
**Kingston K7L 5T3**
613-545-0539
For toll-free number check the
blue pages of telephone directory
(Leeds & Grenville, Lanark,
Frontenac, Hastings,
Lennox & Addington,
Prince Edward)

*Local Office*
199 Dundas St. E.
**Belleville K8N 1E2**
613-962-9562
If long distance ask
operator for Zenith 21370

*Local Area Office*
51 King St. E.
**Brockville K6V 1A7**
613-345-1200
If long distance dial
1-800-267-0834

*Ottawa Area Office*
10 Rideau St., 7th Flr.
**Ottawa K1N 9J1**
613-234-1188

*Local Office*
10 Main St. N., Box 520
**Alexandria K0C 1A0**
613-525-3524
If long distance ask
operator for Zenith 35500

*Local Office*
P. O. Box 40
**Barry's Bay K0J 1B0**
613-756-3506
If long distance ask
operator for Zenith 21370

*Local Office*
4 Montreal Rd., 3rd Flr.
**Cornwall K6H 1B1**
613-932-3381
If long distance ask
operator for Zenith 35500

*Local Office*
876 James St.
**Hawkesbury K6A 2W8**
613-632-1171
If long distance ask
operator for Zenith 35500

*Local Office*
77 Mary St., 3rd Flr.
**Pembroke K8A 5V4**
613-735-1073

*Local Office*
315 Raglan St. S.
**Renfrew K7V 1R6**
613-432-4886
If long distance ask
operator for Zenith 21370

*Peterborough Area Office*
60 Hunter St. E.
**Peterborough K9H 1G5**
705-742-9292
If long distance ask
operator for Zenith 21370

*Local Office*
322 Kent St. W., 2nd Flr.
P. O. Box 7000
**Lindsay K9V 5E5**
705-324-6128
If long distance ask
operator for Zenith 49740

*Local Office*
11 Simcoe St. N., Ste. 201
**Oshawa L1G 4R7**
416-576-9001
If long distance ask
operator for Zenith 21370

*Local Office*
38 Walton St., Ste. 4
**Port Hope L1A 1N1**
416-885-6386
If long distance check
blue pages of telephone directory

**NORTHERN REGION**

*Regional Director*
473 Queen St. E., 2nd Flr.
**Sault Ste. Marie P6A 1Z5**
705-949-8052

*Sudbury Area and District Office*
111 Larch St., 8th Flr.
**Sudbury P3E 4T5**
705-675-4515
If long distance dial
1-800-461-1167/9

*Local Office*
14 Young St.
**Chapleau P0M 1K0**
705-864-0429

*Local Office*
P. O. Box 580
**Espanola P0P 1C0**
705-869-1532

*Local Office*
Meredith/Eleanor Sts.
P. O. Box 358
Gore Bay
**Manitoulin Island P0P 1H0**
705-282-2288

*Local Office*
199 Larch St., 5th Flr.
**Sudbury P3E 5P9**
705-675-4515
If long distance ask
operator for Zenith 35500
or dial
1-800-461-1167/9

*Sault Ste. Marie District Office*
123 March St., 3rd Flr.
Box 68
**Sault Ste. Marie P6A 2Z5**
705-759-8244

*Local Office*
18 Philip Walk
**Elliot Lake P5A 2S6**
705-848-5259

*North Bay Area Office*
222 McIntyre St. W., Ste. 406
**North Bay P1B 2Y8**
705-474-4452

*North Bay District Office*
222 McIntyre St. W., Ste. 316
**North Bay P1B 2Y8**
705-474-3540

*Local Office*
274 Manitoba Ave.
Box 838
**Bracebridge P0B 1C0**
705-645-8718
If long distance ask
operator for Zenith 21370

*Local Office*
3 Beechwood Dr.
**Parry Sound P2A 1J2**
705-746-2717
If long distance ask
operator for Zenith 21370

*Local Office*
Hwy. 11, Toronto Ave. N.
Box 161
**South River P0A 1X0**
705-386-2571
If long distance ask
operator for Zenith 35500

*Local Office*
62 William St.
Box 160
**Sturgeon Falls P0H 2G0**
705-753-1611
If long distance ask
operator for Zenith 35500

*Timmins District Office*
11 Elm St. N.
**Timmins P4N 6A3**
705-267-7901
If long distance ask
operator for Zenith 21370

*Local Office*
241 Eighth St.
Box 310
**Cochrane P0L 1C0**
705-272-4846

*Local Office*
1405 Edward St.
P. O. Box 2140
**Hearst P0L 1N0**
705-362-4238

*Local Office*
46 Queen St.
Box 44
**Kapuskasing P5N 2Y1**
705-335-6108

*Local Office*
8 Hudson Bay Ave.
Box 398
**Kirkland Lake P2N 2H7**
705-567-3391
If long distance ask
operator for Zenith 21370

*Local Office*
Ontario Government Bldg.
Box 160
Revillon Rd.
**Moosonee P0L 1Y0**
705-336-2984

*Local Office*
310 Whitewood Ave.
Box 2260
**New Liskeard P0J 1P0**
705-647-7447

*Local Office*
11 Elm St. N.
**Timmins P4N 6A3**
705-267-7901

*Thunder Bay Area and District Office*
710 Victoria Ave., 3rd Flr.
**Thunder Bay P7C 5P7**
807-475-1345/1515
If long distance ask
operator for Zenith 21370

*Local Office*
416 Main St.
Box 1029
**Geraldton P0T 1M0**
807-854-1840

*Kenora/Rainy River District Office*
20 Main St. S., 2nd Flr.
**Kenora P9N 1S7**
807-468-3056
If long distance ask
operator for Zenith 24100

*Local Office*
479 Government Rd.
Box 1020
**Dryden P8N 3E3**
807-223-2241

*Local Office*
338 Scott St.
Box 760
**Fort Frances P9A 3N1**
807-274-9846

*Local Office*
120 Main St. S., Main Flr.
**Kenora P9N 1S7**
807-468-3056
If long distance ask
operator for Zenith 24100

*Local Office*
Ontario Government Bldg.
Box 827
**Red Lake P0V 2M0**
807-727-2174

*Local Office*
63 King St. S.
Box 338
**Sioux Lookout P0V 2T0**
807-737-3813

REGIONAL ORGANIZATION
CHILDREN'S AND ADULTS' OPERATIONS
FACILITIES FOR DEVELOPMENTALLY
HANDICAPPED

COMSOC 11

Treatment and training programs and services for **developmentally handicapped** persons are delivered through 11 government operated and 11 local community board operated facilities which fall under regional jurisdiction. The facilities directly operated by the Ministry are listed below:

**CENTRAL REGION**

*Adult Occupational Centre*
*Edgar*
Mailing address:
P. O. Box 12000
**Barrie L4M 4W3**
705-728-6910

*Huronia Regional Centre*
P. O. Box 1000
**Orillia L3V 6L2**
705-326-7361

**NORTHERN REGION**

*Muskoka Centre*
P. O. Box 280
**Gravenhurst P0C 1G0**
705-687-2201

*Northwestern Regional Centre*
580 Algoma St. N.
P. O. Box 3270
**Thunder Bay P7B 5J8**
807-343-4321

**SOUTHEASTERN REGION**

*D'Arcy Place*
700 D'Arcy St.
P. O. Box 2001
**Cobourg K9A 4L5**
416-372-3341

*Prince Edward Heights*
P. O. Box 440
**Picton K0K 2T0**
613-476-2104

*Rideau Regional Centre*
P. O. Box 2000
**Smiths Falls K7A 4T7**
613-283-5533

*C.P.R.I.*
P. O. Box 2460
Terminal A
**London N6A 4G6**
519-471-2540

*Midwestern Regional Centre*
P. O. Box 400
**Palmerston N0G 2P0**
519-343-2015

*Oxford Regional Centre*
P. O. Box 310
**Woodstock N4S 7X9**
519-539-1251

**SOUTHWESTERN REGION**

*Southwestern Regional Centre*
Hwy. 3 (West of Blenheim)
Mailing address:
P. O. Box 1000
**Blenheim N0P 1A0**
519-676-5431

REGIONAL ORGANIZATION COMSOC 12
CHILDREN'S AND ADULTS' OPERATIONS
YOUTH CORRECTIONS PROGRAM

The Youth Corrections Program provides services to young people aged 12 to 15 years charged with an offence under the **Young Offenders Act**. Programs include residential services for **young people**: ordered into detention to await court; received a disposition of open or secure custody under the **YOA**. Community programs such as **probation**, community service orders, personal service orders are provided by probation officers. Probation officers also provide case management services for any young person aged 12 to 15 years who receives a YOA disposition.

The custody/detention facilities administered through the Ministry's area offices, are small residences located throughout the province. For information regarding these programs, contact the nearest area office listed under the Ministry's Regional Organization. The Ministry's probation offices are listed below.

**JUVENILE PROBATION**

71 Station St.
**Ajax L1S 1S2**
416-683-1250/6

34 Simcoe St.
P. O. Box 910
**Barrie L4M 1N1**
705-737-3801

199 Dundas St. E.
**Belleville K8N 1E2**
613-962-9562

274 Manitoba Ave.
Box 63
**Bracebridge P0B 1C0**
705-645-8718

20 Nelson St. W.
Ste. 201 and 203
**Brampton L6X 2M5**
416-456-3430

38 Darling St., 3rd Flr.
**Brantford N3T 6A8**
519-756-5790

51 King St. E.
**Brockville K6V 1A8**
613-342-4033

Burlington Sq.
760 Brant St.
**Burlington L7R 4B7**
416-639-5371

73 Water St.
**Cambridge N1R 7L6**
519-623-1230 (Probation)

Court House
Munsey St.
Box 460
**Cayuga N0A 1E0**
416-772-5303

48 Fifth St., 2nd Flr.
**Chatham N7M 4V8**
519-352-5040

241 Eighth St.
Box 310
**Cochrane P0L 1C0**
705-272-4348

168 Hurontario St.
Box 155
**Collingwood L9Y 2M2**
705-445-3301

502 Pitt St., 2nd Flr.
**Cornwall K6J 3R5**
613-938-1581

479 Government Rd.
Box 1020
**Dryden P8N 3E3**
807-223-3321

9 Ontario St., Ste. 6
**Elliot Lake P5A 2K3**
705-848-5259

71 Centre St.
Box 1090
**Espanola P0P 1C0**
705-869-2601

338 Scott St.
Box 760
**Fort Frances P9A 3N1**
807-274-3208

416 Main St.
Box 1029
**Geraldton P0T 1M0**
807-854-0777

39 West St.
P. O. Box 403
**Goderich N7A 4C7**
519-524-7780

60 Baker St.
**Guelph N1H 4G1**
519-822-7500

499 King St. E., 2nd Flr.
St. John's Place
**Hamilton L8N 1E1**
416-525-0072

1405 Edward St.
Box 806
**Hearst P0L 1N0**
705-362-5145

5464 Dundas St. W., 3rd Flr.
**Islington M9B 1B4**
416-233-3206

46 Queen St.
Box 295
**Kapuskasing P5N 2Y4**
705-335-8573

General Delivery
**Keewatin P0X 1C0**
807-547-2864

736 Princess St.
**Kingston K7L 1G3**
613-545-4306

8 Hudson Bay Ave.
**Kirkland Lake P2N 2H7**
705-567-5297

322 Kent St. W.
Box 7000
**Lindsay K9V 5E5**
705-324-6128

80 Dundas St.
Court House
Box 5600, Terminal "A"
**London N6A 2P3**
519-679-7220

305 Midland Ave.
**Midland L4R 3K5**
705-526-2977
491 Steeles Ave. E.
**Milton L9T 1Y7**
416-878-0302

90 Dundas St. W., 2nd Flr.
**Mississauga L5B 2T5**
416-276-7670

713 Davis Dr.
**Newmarket L3Y 2R3**
416-895-1800

4701 St. Clair Ave.
**Niagara Falls L2E 3S9**
416-357-1066

222 McIntyre St. W., Ste. 310
**North Bay P1B 2Y8**
705-474-1519

Court House
10 Louisa St.
**Orangeville L9W 3P9**
519-942-1771

Main St.
P. O. Box 309
**L'Orignal K0B 1K0**
613-675-4630/2379

80 Colborne St. W.
**Orillia L3V 2Y7**
705-325-7408

650 King St. E.
Ste. 204
**Oshawa L1H 1G5**
416-723-1119

900 Lady Ellen Place E., Ste. 11
**Ottawa K1Z 5L5**
613-722-6507

945 Third Ave. E.
P. O. Box 697
**Owen Sound N4K 5R4**
519-376-1951

3 Beechwood Dr.
**Parry Sound P2A 1J2**
705-746-4016

77 Mary St., 3rd Flr.
**Pembroke K8A 5V4**
613-735-1073

60 Hunter St. E.
**Peterborough K9H 1G5**
705-742-9292

38 Walton St., Ste. 4
**Port Hope L1A 1N1**
416-885-7205

110 James St.
P. O. Box 176
**St. Catharines L2R 7E8**
416-685-4897

145 Curtis St.
Provincial Court
P. O. Box 277
**St. Thomas N5P 3Z7**
519-631-3430

720 Christina St. N.
**Sarnia N7V 3C2**
519-337-3735

123 March St., 5th Flr.
**Sault Ste. Marie P6A 2Z5**
705-759-8244

2500 Lawrence Ave. E., 2nd Flr.
**Scarborough M1P 2R7**
416-750-3387

Court House
No. 3 Highway W.
Box 605
**Simcoe N3Y 4N4**
519-428-0380

63 King St.
P. O. Box 338
**Sioux Lookout P0V 2T0**
807-737-2162

100 Erie St.
**Stratford N5A 2M4**
519-271-5220

Ontario Government Bldg.
199 Larch St., Main Flr.
**Sudbury P3E 5P9**
705-675-4515

710 Victoria Ave., 3rd Flr.
**Thunder Bay P7C 5P7**
807-475-1485

11 Elm St. N.
**Timmins P4N 6A3**
705-267-7901

194 Gerrard St. E.
**Toronto M5A 2E6**
416-923-4516

900 Dufferin St., Ste. 209
**Toronto M6H 4B1**
416-965-5177

2265 Keele St., Ste. 1
**Toronto M6M 3Z7**
416-248-3055

209 Cayley St., Rm. 106
P. O. Box 1058
**Walkerton N0G 2V0**
519-881-0977

75 King St. S.
Waterloo Sq.
**Waterloo N2J 1P2**
519-886-4700

54 Broadway Ave., Ste. 4
**Wawa P0S 1K0**
705-856-2303

250 Windsor Ave., 2nd Flr.
**Windsor N9A 6V9**
519-254-1651

42 Wellington St. N.
**Woodstock N4S 6P3**
519-537-5579

CENTRAL SERVICES UNIT COMSOC 13
Hepburn Block, 7th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-963-2650

The unit is responsible for the provision of centralized services such as Crown Ward Reviews, Volunteer Awards coordination, Emergency Social Services Planning, Child Abuse Register, Adoption Services and various legislative boards and commissions.

CENTRAL SERVICES UNIT COMSOC 14
CHILD ABUSE REGISTER
700 Bay St., 2nd Flr.
Toronto M5G 1Z6
416-965-5556

The Child Abuse Register, is a confidential and restricted register that contains information on verified cases of **child** abuse that have occurred in Ontario since June 15, 1979. The Register is legislated under the **Child and Family Services Act**, 1984.

CENTRAL SERVICES UNIT COMSOC 15
CROWN WARD REVIEW
700 Bay St., 2nd Flr.
Toronto M5G 1Z6
416-963-3157

The unit performs an annual administrative review of each Crown Ward who qualifies under Section 62(1) of the **Child and Family Services Act**, 1984. Staff submit reports to the Ministry, and to the Children's Aid Societies responsible for the care of Crown Wards.

CENTRAL SERVICES UNIT COMSOC 16
EMERGENCY SOCIAL SERVICES PLANNING
700 Bay St., 2nd Flr.
Toronto M5G 1Z6
416-963-2936

The Ministry coordinates and encourages planning for provision of Emergency Social Services in the event of a major disaster. This section liaises with the Federal Government, provides consultation to municipalities and assists regional and area offices in developing appropriate plans within the community.

CENTRAL SERVICES UNIT COMSOC 17
ADOPTION DISCLOSURE REGISTER
700 Bay St., 2nd Flr.
Toronto M5G 1Z6
416-965-0544

The Register provides a means by which adopted **adults** and their birth **parents**, adult birth siblings and birth grandparents can obtain identifying information about each other and meet if they wish. For information and/or an application form, call the Adoption Disclosure Register Clerk at 963-0709.

For information and referrals on private **adoption**, call 965-0544, and for step-parent, international and other adoptions, call 965-4881.

CENTRAL SERVICES UNIT COMSOC 18
VOLUNTEERS
700 Bay St., 2nd Flr.
Toronto M5G 1Z6
416-963-2936

This section coordinates and advises on the development of volunteer programs for Ministry operations, such as facilities for the developmentally handicapped, probation services, training schools, and the Senior Volunteer in Service Program. The section also serves as a

Ministry focus for encouraging volunteerism in social services within the community, and administers the Ministry's **Volunteer Awards Program**.

CENTRAL SERVICES UNIT COMSOC 19
CHILD AND FAMILY SERVICES REVIEW BOARD
700 Bay St., 2nd Flr.
Toronto M5G 1Z6
416-965-1871

The Child and Family Services Review Board provides an independent mechanism for appealing specific decisions made under the **Child and Family Services Act**, 1984 and the **Day Nurseries Act**, 1980 such as recommendations made by Residential Placement Advisory Committees, refusal of placement by Adoption Licensees, and refusal or revocation of residential, adoption or day nurseries licences. In certain specified situations, the Board reviews a service provider's refusal to grant access to records, correct records, or provide adoption information, as well as allegations of unauthorized disclosure of **records**. The Board also handles appeals made by **young persons** who have been admitted to short term emergency admission to Secure Treatment Facilities.

CENTRAL SERVICES UNIT COMSOC 20
CUSTODY REVIEW BOARD
700 Bay St., 2nd Flr.
Toronto M5G 1Z6
416-965-1871

Upon application by a young person, the Board reviews a **Youth** Court order committing a young person to a place of secure custody, open custody, or a residential setting under a probation order and makes recommendations to the Provincial Director.

The Board also handles enquiries regarding former training school wards. The Custody Review Board is operated jointly with the Ministry of Correctional Services.

CENTRAL SERVICES UNIT COMSOC 21
SOLDIERS' AID COMMISSION
700 Bay St., 2nd Flr.
Toronto M5G 1Z6
416-965-4891

The Soldiers' Aid Commission provides emergency aid to **veterans** of World War I, II and the Korean War, in exceptional circumstances, who have exhausted all other sources of funds.

## COMMUNITY HEALTH AND SUPPORT SERVICES DIVISION

COMMUNITY HEALTH AND SUPPORT SERVICES DIVISION COMSOC 22
Hepburn Block, 9th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-1063

Community Health and Support Services Division was created in 1990 to coordinate and develop programs and services for the long term care of the elderly and individuals with physical disabilities, along with Community Health, Public Health, Community Mental Health and Health Promotions.

Details on other programs which are part of the division may be found in listings under the Ministry of Health, Community Health and Support Services Division.

LONG-TERM CARE POLICY BRANCH COMSOC 23
Hepburn Block, 5th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-326-9755

The Long-Term Care Policy Branch has three major roles to play in the division. It ensures the development of new program design occurs in a systematic and thorough manner. It also directs the creation of legislation and funding policy. In addition, it is responsible for the preparation and carrying out of ongoing communications strategies.

COMMUNITY SUPPORT SERVICES COMSOC 24
Hepburn Block, 8th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-1063

This office will assume the lead in establishing 14 integrated field locations for the joint division. It will also set up 43 single access organizations to provide "one window" entry to a full range of health and social services for elderly and disabled Ontario residents.

IN-HOME SERVICES BRANCH COMSOC 25
Hepburn Block, 5th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-326-9750

This branch incorporates services from both the Ministries of Health and Community and Social Services. These include Home Care, Integrated Homemakers, Homemaker and Nurses Services and Attendant Care.

RESIDENTIAL SERVICES BRANCH COMSOC 26
Hepburn Block, 5th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-326-9730

It combines the former Ministry of Health responsibility for Nursing Homes and Community and Social Services accountability for Charitable and Municipal Homes for the Aged.

A more complete description may be found in the Ministry of Health, Residential Services Branch listing.

## FAMILY SERVICES AND INCOME MAINTENANCE DIVISION

FAMILY SERVICES AND INCOME MAINTENANCE DIVISION — COMSOC 27
Hepburn Block, 6th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-1181

The division consists of three branches, Income Maintenance, Child Care, and Family Support, and provides policy development, program design, research and evaluation pertaining to their programs.

INCOME MAINTENANCE BRANCH — COMSOC 28
Hepburn Block, 3rd Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-2316

This branch develops policy and programs for Family Benefits and General Welfare Assistance.

INCOME MAINTENANCE PROGRAMS — COMSOC 29
Hepburn Block, 3rd Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-2316

The purpose of the Ontario Government's Income Maintenance Programs is to ensure that a responsive system of financial assistance enables eligible persons in need to obtain a basic level of allowances and benefits and an opportunity for self-development and independence. Income Maintenance Programs, described individually in the entries that follow, include Family Benefits, General Welfare Assistance, Handicapped Children's Program and Vocational Rehabilitation Maintenance Allowances.

INCOME MAINTENANCE PROGRAMS FAMILY BENEFITS — COMSOC 30.
Hepburn Block, 3rd Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-9505

The Family Benefits program provides **financial assistance** to persons in need for a prolonged period of time, including sole support **parents** raising children alone, **disabled persons**, the **blind**, permanently **unemployable** persons, foster **children**, qualified persons aged 60 to 64 and persons aged 65 or over. In addition, a **Handicapped Children's Benefit** is available to eligible families caring for a severely handicapped child at home. If need is demonstrated, a monthly allowance and other benefits (**health insurance**, prescribed **drugs, dental care**, eyeglasses, home repairs) are provided. The allowance for the disabled and the blind is also known as **GAINS-D (Guaranteed Annual Income System**, Disabled). To apply for family benefits contact the area and local offices listed under this Ministry's Regional Organization entry.

INCOME MAINTENANCE PROGRAMS COMSOC 31
GENERAL WELFARE ASSISTANCE
Hepburn Block, 3rd Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-2316

The General Welfare Assistance **(GWA)** program provides short-term **financial assistance** to help pay for necessities when a person experiences loss of income. GWA is administered by municipalities and Indian Bands or by the province in unorganized territories. GWA has four kinds of financial assistance based on need. General Assistance provides for ordinary living expenses. Special Assistance provides for extraordinary living expenses, e.g. prescribed **drugs**, **dental** care, **prosthetics** (including eyeglasses, hearing aids), and for **burials**. Supplementary Aid is issued for extraordinary living expenses (as above) to recipients of Family Benefits, Old Age Security, Spouse's Allowance, Canada Pension Plan, GAINS-A (senior citizens), or GAINS-D (blind and disabled) and vocational rehabilitation. **Incentive Allowances** are paid to those under a work activity project. To apply for General Welfare Assistance, contact municipal welfare offices and Indian Bands. In unorganized territories, contact the area and local offices listed under this Ministry's Regional Organization entry.

INCOME MAINTENANCE PROGRAMS COMSOC 32
HANDICAPPED CHILDREN'S PROGRAM
Hepburn Block, 3rd Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-9505

The Handicapped Children's Program has a special allowance for eligible families caring for severely **disabled children** in their own homes. Services are delivered through the area and local offices listed under this Ministry's Regional Organization entry.

INCOME MAINTENANCE PROGRAMS COMSOC 33
VOCATIONAL REHABILITATION
MAINTENANCE ALLOWANCES
Hepburn Block, 3rd Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-9505

This program is designed to provide **financial assistance** as a monthly income to **disabled persons** enrolled in a training program and receiving services from the **Vocational Rehabilitation** program. Services are delivered through the area and local offices listed under this Ministry's Regional Organization entry.

INCOME MAINTENANCE PROGRAMS COMSOC 34
SOCIAL ASSISTANCE REVIEW BOARD
1075 Bay St., 7th Flr.
Toronto M5S 2B1
416-326-5104
Toll-free 1-800-387-5655

The Board holds province-wide hearings of appeals by individuals regarding decisions on General **Welfare** Assistance, **Vocational Rehabilitation** Services, **Family Benefits** (financial allowances for single mothers, the blind and disabled, permanently unemployable people,

foster children, severely handicapped children), and co-payment (exemption from payment for chronic care services provided under the **Health Insurance** Act).

CHILD CARE BRANCH COMSOC 35
700 Bay St., 9th Flr.
Toronto M5G 1Z6
416-965-4071

This branch is responsible for policy development and program design to facilitate child care service delivery at the area office level.

**Child Care Program**: The area offices supervise and issue **licences** to nursery schools, **day care** centres and private home day care agencies. The current legislative authority is the **Day Nurseries Act**. Information and consultation on program development, staffing, legislation and special child care programs (e.g., for native peoples, handicapped, etc.) are offered to community groups. The Ministry provides **financial assistance** (operational start-up capital assistance) to **municipalities**, **Indian Bands**, approved corporations and other non-profit incorporated groups to establish non-profit day nurseries and also provides direct operating (program subsidies) to improve childcare, staff salaries and benefits. Municipalities, Indian Bands and approved corporations can also receive Ministry funding to provide fee subsidies for eligible families in need of financial assistance to cover child care costs. Services are delivered through the area offices listed under this Ministry's Regional Organization entry.

FAMILY SUPPORT BRANCH COMSOC 36
Hepburn Block, 4th Flr.
80 Grosvenor St.
Toronto M7A 1E9
416-965-1818

The branch develops policy and programs for adults and families, such as Hostel Programs, Halfway Houses, Alcohol and Drug Recovery Homes, Counselling Services (including credit counselling), Family Violence Initiatives, Community Neighbourhood Support Services Program (CNSSP), Employment Services Program and Activity Projects.

The **Municipal Hostel Program** is provided by municipalities under the General **Welfare** Assistance Act. **Municipalities** may purchase or provide room and board on an emergency, domiciliary and transient basis for needs tested persons or families. For further information, contact Municipal Social Service offices or the area and local offices listed under the Ministry's Regional Organization entry.

**Halfway House Programs** fall under the Charitable Institutions Act, and provide residential and **counselling** services for alcoholics, ex-offenders and other socially disadvantaged persons. Services are administered through the area and local offices listed under the Ministry's Regional Organization entry.

Core funding is available to informal, locally based support services, through the **Community and Neighbourhood Support Services Program** to strengthen communities through community development activities and provide services such as parent education, self-help, outreach, referral, information provision and case management. Service funds, cost-shared to individual service area funding arrangements, are also available under the CNSSP.

Counselling Services may be provided or purchased by municipalities from family counselling agencies for persons in need, as defined under the General Welfare Assistance Act. For such services, contact Municipal Social Service offices. The Ministry also purchases counselling services from agencies and community organizations under the Ministry of Community and

Social Services Act. These services are administered through the area and local offices listed under the Ministry's Regional Organization entry.

General and financial counselling related to **debt** repayment is provided, under the Ministry of Community and Social Services Act, by non-profit **credit** counselling agencies, and administered by area and local offices listed under the Ministry's Regional Organization entry.

**Family Violence Initiatives** for women who are victims of **domestic violence** and their **families** include Transition Houses, Family Resource Centres, Safe Homes, Crisis Telephone Lines, Emergency Transportation, and Non-Residential Counselling Services. Services are administered through area and local offices listed under the Ministry's Regional Organization entry, as well as, municipalities.

The **Employment Services Programs**, a series of **employment** initiatives assisting long-term and potential long-term recipients of social assistance to become economically independent, includes municipal employment programs such as **Employment Support Initiatives (ESI), Youth Employment Preparation (YEP)**, the **Municipal Employment Program** and **Municipal Job Developer (MJD)**. Early Intervention programs include **Community Youth Supports (CYS), Preparation for Independence (PFI)**, and **FUTURES**-Residential Component for age transitional youth 15-21 years. Work experience programs such as the **Social Service Employment Program (SSEP)** and summer and part-time **Student Employment Experience programs** are also available. For further information on these programs, contact the Employment Liaison Officer through the Ministry's area offices.

**Work Activity Projects** are offered under the General Welfare Assistance Act. They provide life skills and employment preparation for long-term social assistance recipients. The program exists in a limited number of Municipal Social Service Departments. For information, contact local Municipal Social Services offices.

**Alcohol and Drug Recovery Homes** are residential rehabilitation programs located in either halfway houses (Charitable Institutions Act) or municipal hostels, providing a supportive environment, enabling participants to maintain sobriety and to re-integrate into the community.

## FINANCE AND ADMINISTRATION DIVISION

FINANCE AND ADMINISTRATION DIVISION COMSOC 37
Hepburn Block, 6th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-4914

Corporate financial, human resource, audit, **Freedom of Information**, Employment Equity and administrative support is provided to senior management groups by this division.

The division has five branches: Financial Planning and Corporate Analysis; Capital and Administrative Services; Financial Services; Human Resources; Comprehensive Audit and Review.

HUMAN RESOURCES BRANCH COMSOC 38
Hepburn Block, 5th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-7991

This branch provides services to the Ministry staff regarding personnel classification, compensation and staffing policies; investigation of employee grievances, occupational health and safety, human resources planning, performance management placement, **employment equity** and training and development. The branch works in an advisory capacity with human resource program delivery staff and line managers who concentrate on personnel matters within their regions. It also coordinates the Ministry's **youth employment** program, and liaises with the Human Resources Secretariat, Management Board of Cabinet and the Ontario Public Service Employees Union (OPSEU).

The **Library** and Learning Resources Unit (965-2300) is a part of the branch which provides access to reference services, Ministry publications, career planning information, training and development opportunities, management information resources, statutes regulations and manuals for all Ministry employees.

FINANCIAL PLANNING AND CORPORATE ANALYSIS BRANCH COMSOC 39
Hepburn Block, 4th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1E9
416-965-6686

This branch analyses and evaluates the financial and resource implications of the Ministry programs, coordinates estimates preparation, multi-year financial planning, and provides financial management services to the Ministry branches and regions.

CAPITAL AND ADMINISTRATIVE SERVICES BRANCH COMSOC 40
56 Wellesley St. W., 17th Flr.
Toronto M7A 1E9
416-965-5006

The branch offers municipalities, Indian Band Councils and non-profit or charitable organizations technical expertise and consultative services to establish facilities for **rehabilitation**, residential, and community and social services under various Acts administered by the Ministry.

The Architectural Resources Unit provides planning and design guidelines to assist the design community, agencies, municipalities and Indian Band Councils with professional assistance for the full spectrum of programs supported by the Ministry. The Financial Section (965-9160) controls and processes **federal-provincial** transfer payments for establishing and renovating these facilities, and maintains **statistics** on them.

The branch also supplies the Ministry with administrative services, including purchasing of goods and services, supply management, printing and duplicating, mail, transportation, assets management and development and maintenance of manuals. In liaison with the Ministry of Government Services, the branch coordinates common services such as telephones, acquisition and design of office accommodation, and purchasing of commonly used supplies.

FINANCIAL SERVICES BRANCH COMSOC 41
880 Bay St., 6th Flr.
Toronto M7A 2B6
416-326-8000

The Financial Services Branch provides a wide range of financial management, accounting, information, advisory and cost sharing services/activities for the Ministry. The branch has responsibility for the processing of all financial transactions including payments, reporting, payroll, revenue and the administration of the Federal Provincial Cost Sharing Program.

COMPREHENSIVE AUDIT & REVIEW BRANCH COMSOC 42
700 Bay St., 10th Flr.
Toronto M5G 1Z6
416-965-5214

This branch examines programs and services that are directly operated by the Ministry or funded through transfer payments, and attests to the quality of controllership function in the Ministry and compliance with Ministry and government directions.

The branch determines if funds and public property are being adequately safeguarded and provides management with relevant information. It ascertains whether legislative, central agency, and Ministry directions are followed with due regard for economy and efficiency of operations, and examines the appropriateness of evaluation procedures. It also determines if Ministry information systems are developed, implemented and maintained according to government and Ministry standards. The branch is also responsible for the verification of cost sharing claims with the federal government.

**INFORMATION SYSTEMS AND APPLIED TECHNOLOGY DIVISION**

INFORMATION SYSTEMS AND APPLIED TECHNOLOGY DIVISION COMSOC 43
5140 Yonge St., 12th Flr.
Toronto M2N 6L7
416-730-6600
Fax 416-730-6654

The division is responsible for putting a modern, integrated and workable technology environment in place, across the Ministry, by developing Ministry-wide systems and data bases, and implementing office automation, computing power and networks appropriate to the Ministry's structure. The development of technology and application to Ministry clients, and new technological approaches to program design, planning and delivery are also explored. The division consists of three branches: Strategic Systems Development, Technology Support, and Program Technology.

STRATEGIC SYSTEMS DEVELOPMENT BRANCH COMSOC 44
5140 Yonge St., 12th Flr.
Toronto M2N 6L7
416-730-6600
Fax 416-730-6654

The branch is responsible for the creation of an integrated information systems environment across the Ministry; development of all new Ministry systems and data bases; information resource management, including records management; and development of an automation strategy for transfer payment agencies.

TECHNOLOGY SUPPORT BRANCH COMSOC 45
5140 Yonge St., 12th Flr.
Toronto M2N 6L7
416-730-6600
Fax 416-730-6654

The implementation of corporate systems, end-user computing, systems maintenance, client services and support, network operations, centralized production support, the Comprehensive Income Maintenance System project; introduction of office automation hardware and software, user training, technical planning and support fall under this branch.

PROGRAM TECHNOLOGY BRANCH COMSOC 46
5140 Yonge St., 12th Flr.
Toronto M2N 6L7
416-730-6600
Fax 416-730-6654

Identifying and adopting emerging technology to aid clients and improve program design and delivery methods is the responsibility of this branch.

**ACTS**

ACTS COMSOC 47

The Ministry of Community and Social Services is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact this Ministry's legal services or communications branch.

Charitable Institutions Act
R.S.O. 1980, Chapter 64
Child and Family Services Act, 1984
S.O. 1984, Chapter 55
Child Welfare Municipal Payments Continuance Act, 1976
S.O. 1976, Chapter 58 (not part of 1980 consolidation)
Child Welfare Validation of Adoption Orders Act, 1980
S.O. 1980, Chapter 58 (not part of 1980 consolidation)
Day Nurseries Act
R.S.O. 1980, Chapter 111
Developmental Services Act
R.S.O. 1980, Chapter 118
District Welfare Administration Boards Act
R.S.O. 1980, Chapter 122
Elderly Persons Centres Act
R.S.O. 1980, Chapter 131
Family Benefits Act
R.S.O. 1980, Chapter 151
General Welfare Assistance Act
R.S.O. 1980, Chapter 188
Homemakers and Nurses Services Act
R.S.O. 1980, Chapter 200
Homes for Retarded Persons Act
R.S.O. 1980, Chapter 201
Homes for the Aged and Rest Homes Act

R.S.O. 1980, Chapter 203
Indian Welfare Services Act
R.S.O. 1980, Chapter 214
Jewish Family and Child Service of Metropolitan Toronto Act
S.O. 1980, Chapter 105
Ministry of Community and Social Services Act
R.S.O. 1980, Chapter 273
Soldiers' Aid Commission Act
R.S.O. 1960, Chapter 377 (not part of 1980 consolidation)
Soldiers' Aid Commission Amendment Act, 1970
S.O. 1970, Chapter 83 (not part of 1980 consolidation)
Vocational Rehabilitation Services Act
R.S.O. 1980, Chapter 525
Young Offenders Implementation Act, 1984
S.O. 1984, Chapter 19

# MINISTRY OF CONSUMER AND COMMERCIAL RELATIONS

**555 Yonge St.**
**Toronto M7A 2H6**

Established on November 24, 1966, the Ministry of Consumer and Commercial Relations was originally called the Department of Financial and Commercial Affairs. It consisted of three divisions, Consumer Protection, Superintendent of Insurance, and the Ontario Securities Commission, and administered 13 acts previously assigned to the Attorney General and Ministry of Justice. In 1972, the Department underwent extensive reorganization and acquired its present name. In 1986, the Ministry was divided into the separate ministries of Financial Institutions and Consumer and Commercial Relations.

Consumer and Commercial Relations now consists of five divisions, as well as numerous branches, boards and commissions and administers 55 different acts. The Ministry's programs, which affect business and consumers include: licensing, registration and inspection of business establishments to promote a high level of ethical business conduct; licensing and inspection of technical and operational situations to ensure public safety; registration of documents related to all aspects of real and personal property ownership; maintenance of community standards in films shown in Ontario; and control of the use and availability of beverage alcohol.

## DEPUTY MINISTER'S OFFICE

LEGAL SERVICES CCR 1
555 Yonge St., 5th Flr.
Toronto M7A 2H6
416-326-8440

Legal Services counsels the Ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. The office also performs general legal services for the Ministry, such as rendering opinions, settling claims, and attending court hearings, administrative tribunals, etc.. Legal services are supplied by the Ministry of the Attorney General.

POLICY AND PLANNING BRANCH CCR 2
555 Yonge St., 8th Flr.
Toronto M7A 2H6
416-326-8860

The Policy and Planning Branch provides an advisory support function to the Minister, Deputy Minister, Ministry Policy Committee and senior management in the areas of policy development, strategic planning, research, policy analysis and program evaluation.

## SUPPORT SERVICES DIVISION

SUPPORT SERVICES DIVISION CCR 3
10 Wellesley St. E., 6th Flr.
Toronto M7A 2H8
416-326-8460

The division coordinates the functions of four branches to provide support services for the Ministries of Consumer and Commercial Relations and Financial Institutions. The division also administers implementation of, and compliance with, the Freedom of Information and Privacy Act and the French Language Services Act within the two ministries, and functions as a liaison between the Ministry of Consumer and Commercial Relations and its agencies.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE CCR 4
10 Wellesley St. E., 6th Flr.
Toronto M7A 2H8
416-326-8463
Fax 416-326-8461

The Freedom of Information and Protection of Privacy (FOI) Coordinator responds to requests for information made by the public under the Freedom of Information Act; monitors implementation within the Ministry of the government's policy on the protection of individual privacy (with respect to personal information); and provides information to the public through the FOI **Reading Room** at 555 Yonge Street.

This office is also responsible for the Freedom of Information and Protection of Privacy function for the Ministry of Financial Institutions.

FRENCH LANGUAGE SERVICES CCR 5
10 Wellesley St. E., 6th Flr.
Toronto M7A 2H8
416-326-8462
Fax 416-632-8461

The French Language Services Coordinator is responsible for developing, monitoring and reviewing the government's policy on French language services to the French-speaking public of Ontario, to ensure compliance with the requirements of The French Language Services Act.

COMMUNICATIONS SERVICES BRANCH CCR 6
555 Yonge St.
Toronto M7A 2H6
In Toronto, call:
News and Information Section, 416-326-8525
Consumer Information Centre, 416-326-8555
TTY(Visual Ear), 416-326-8566
Toll-free 1-800-268-1142
Area Code 807, collect 416-326-8555

This branch establishes communications policy for the Ministry, advises other branches on related problems, and provides communications support to the Minister and the Deputy Minister. The branch is comprised of the News and Information Section and the Consumer Information Centre.

The News and Information Section informs the public, client groups and the media about the Ministry's activities; develops all communications programs for the Ministry; and produces and distributes publications, audio-visual materials, and news releases.

The **Consumer Information Centre** offers a bilingual information service to the general public. **Deaf** or hearing handicapped and speech handicapped persons using the Visual Ear or teletype (TTY) network service can also contact the Centre. Its **library** (326-8561) provides **consumer** and **business** resource materials, previewing of materials by mail for consumer educators, and consumer education services for professionals working in the field. The **Ministry reading room** allows public access to Ministry publications, statutes, manuals and internal procedures.

FINANCE AND ADMINISTRATIVE SERVICES BRANCH
FINANCE SECTION
10 Wellesley St. E., 4th Flr.
Toronto M7A 2J3
416-326-8900

CCR 7

The Finance Section provides all programs of the Ministry of Consumer and Commercial Relations with planning, management and accounting services, such as payroll reconciliation, accounts payable, financial reporting, estimates submission, budget variance analysis and results management reporting. It also provides the Ministry of Financial Institutions with accounting, payroll, accounts payable and financial reporting services. It processes all revenue received by the ministries and develops policies and procedures for financial forecasting, control and management performance reporting systems. The section also serves as a liaison with central agencies such as the Management Board of Cabinet and the Ministry of Treasury and Economics.

FINANCE AND ADMINISTRATIVE SERVICES BRANCH
ADMINISTRATIVE SERVICES SECTION
10 Wellesley St. E., 6th Flr.
Toronto M7A 2H8
416-326-8750

CCR 8

The Administrative Services Section coordinates purchasing, printing, duplicating, mail services, building security, transportation, assets management, employees IDs, and maintenance of policy and procedures manuals (e.g., Management Board Directives and Guidelines) for the Ministry of Consumer and Commercial Relations and the Ministry of Financial Institutions. Liaison is provided with the Ministry of Government Services for acquisition and design of office accommodation, parking, telephone installations and purchasing of commonly used supplies. The section also handles occupational health and safety issues in the Ministry.

INTERNAL AUDIT AND OPERATIONAL REVIEW BRANCH
101 Bloor St. W., 3rd Flr.
Toronto M7A 2H8
416-963-0434

CCR 9

Internal Audit and Operational Review Branch assists all levels of management in the Ministry of Consumer and Commercial Relations and the Ministry of Financial Institutions in achieving program objectives by: providing assurance that control processes are satisfactory; furnishing timely recommendations for improving the economy and efficiency of operational and E.D.P. (electronic data processing) activities; and assessing the adequacy of established criteria to measure program effectiveness. The branch evaluates the adequacy of financial, operational, and management controls designed to ensure that physical, human, and information assets of the ministries are safeguarded against loss or misuse. This office ascertains the extent of compliance with established Ministry and government policies and guidelines.

HUMAN RESOURCES BRANCH CCR 10
10 Wellesley St. E., 7th Flr.
Toronto M7A 2J6
416-326-8890

The Human Resources Branch works mainly in an advisory capacity with line managers whose primary task is personnel matters within their units. The branch is responsible to the Ministry of Consumer and Commercial Relations and the Ministry of Financial Institutions for personnel policies and procedures; staff training and development; Pre-Retirement Seminars and human resources planning; research into personnel-related issues and programs; coordination of the **Employment Equity Program**; establishment of employee classification and compensation levels; staff recruitment; employee counselling; occupational health and safety; investigation of employee grievances, and all matters affecting working conditions and performance. Personnel, payroll, attendance and employee benefit records are maintained for the ministries. The branch also liaises with the Human Resources Secretariat, Civil Service Commission, Management Board of Cabinet, and Ontario Public Service Employees Union (OPSEU).

**INFORMATION TECHNOLOGY DIVISION**

INFORMATION TECHNOLOGY DIVISION CCR 11
320 Front St. W.
Toronto M7A 2H6
416-326-9400

The Information Technology Division is responsible for the effective planning and implementation of information technology; consulting services relating to computing, data processing, general office automation and other information technologies in the Ministry. This office develops and maintains information systems. The division liaises with Management Board of Cabinet, the Ministry of Government Services' Computer and Telecommunication Services Division, and private sector suppliers.

The division consists of Information System Services Branch which assists Ministry programs in hardware selection, sizing and installation, program development, and information technology training. The End-User Service Section provides computing assistance to Ministry staff.

Information Technology Planning Branch develops corporate information technology plan policies, standards and guidelines; provides support for corporate database design, information resource management; reviews Ministry programs for potential productivity improvements through the application of new technologies; and conducts major tenders for corporate information technology requirements.

Network Operations Section provides system support and management of the minicomputer network, overall coordination of the voice and data telecommunications network, and the Ministry's strategic plan. The section reviews and evaluates potential uses of new technology as it relates to the Level II network.

## BUSINESS PRACTICES DIVISION

BUSINESS REGULATION BRANCH CCR 12
CENTRAL REGISTRATION SECTION
555 Yonge St., 4th Flr.
Toronto M7A 2H6
416-326-8800

The Central Registration Section maintains a central file of **businesses** and persons registered under the following Acts: **Consumer Protection (registration** and **bonding** of **itinerant sellers), Consumer Reporting (credit reporting and personal investigation agencies), Collection Agencies, Motor Vehicle Dealers, Real Estate and Business Brokers, Travel Industry.**

The section also answers inquiries on whether a business is registered under these Acts. For questions related to new applications, renewals and revisions, call the above number.

BUSINESS REGULATION BRANCH CCR 13
MOTOR VEHICLE DEALERS ACT
555 Yonge St., 3rd Flr.
Toronto M7A 2H6
416-326-8670
Fax 416-326-8810

The Registrar's office administers the Motor Vehicle Dealers Act for the control and supervision of dealers and salespersons of new and used **motor vehicles**. The Ministry's Central Registration Section performs the **registration** function for dealers and salespersons and maintains a central file. (For registrants, new applications, renewals and revisions, call 326-8800). Complaints concerning the purchase and sale of motor vehicles are handled by the Consumer Services Bureaus (listed under this Ministry's Consumer Services Branch entry).

The **Motor Vehicle Dealers Compensation Fund** is also administered through this office. All **claims** and enquiries should be directed to the above address.

BUSINESS REGULATION BRANCH CCR 14
REAL ESTATE AND BUSINESS BROKERS ACT
CONDOMINIUM ACT
555 Yonge St., 3rd Flr.
Toronto M7A 2H6
416-326-8679

The Real Estate and Business Brokers Act protects Ontario consumers through **registration** of **real estate** and business **brokers** and salespersons. Registration records are maintained by the Ministry's Central Registration Section (registrants, new applications, renewals and revisions, call 326-8800). Before foreign land can be sold in Ontario, sellers must provide prospective buyers with an accurate description of the **real property** and terms of sale. Inspectors check the description for accuracy. Complaints regarding real estate and business brokers are handled by the Consumer Services Bureaus (listed under this Ministry's Consumer Services Branch entry).

The Condominium Act sets out the requirements for registration of condominium units of all types in Ontario and allows for the orderly operation of the corporation following registration. The structure of the corporation is established through the Declaration and By-laws under the Act. The office provides information only and has a booklet available for distribution free of charge.

BUSINESS REGULATION BRANCH CCR 15
TRAVEL INDUSTRY ACT
555 Yonge St., 3rd Flr.
Toronto M7A 2H6
416-326-8741
Fax 416-326-8810

To protect the financial interests of Ontario travellers, and ensure ethical conduct and good **travel** service, the Travel Industry Act requires the **registration** of travel agents and wholesalers. The Ministry's Central Registration Section performs the registration function and maintains a central file (registrants, new applications, renewals and revisions, call 326-8800). Consumer complaints are handled by the Consumer Services Bureaus (see list under this Ministry's Consumer Services Branch entry).

The **Travel Industry Compensation Fund** is administered by an independent Board of Trustees. A Fund Claims Officer is located in the above office and all **claims** and inquiries should be directed to the above address.

BUSINESS REGULATION BRANCH CCR 16
BAILIFFS, COLLECTION AGENCIES,
CONSUMER PROTECTION, CONSUMER
REPORTING,
DEBT COLLECTORS,
DISCRIMINATORY BUSINESS PRACTICES,
PAPERBACK AND PERIODICAL DISTRIBUTORS
ACTS
555 Yonge St., 3rd Flr.
Toronto M7A 2H6
416-326-8729 (Bailiffs, etc..)
416-326-8725 (Consumer Protection Act)

This office administers the Bailiffs, Collection Agencies, Consumer Protection, Consumer Reporting, Debt Collectors, Discriminatory Business Practices, and Paperback and Periodical Distributors Acts. The Registrar ensures the protection of Ontario **consumers** through control and supervision of **bailiffs, collection agencies**, consumer reporting agencies (**credit** and personal information investigation), direct sellers and distributors of paperback **books** and **periodicals**. This office arranges appointments under the Bailiffs Act, and registration under the Paperback and Periodical Distributors Act. The Ministry's Central Registration Section accepts the applications of businesses under the other Acts (Central File: 326-8800). Consumer complaints relating to all these Acts, (except for bailiffs which are handled by district sheriffs), should be directed to the Consumer Services Bureau (see list under this Ministry's Consumer Services Branch entry).

BUSINESS REGULATION BRANCH CCR 17
CEMETERIES REGULATION SECTION
101 Bloor St. W., 6th Flr.
Toronto M5S 2Z5
416-963-0511
Fax 416-961-4912

The Cemeteries Regulation Section administers the **Cemeteries Act**, which regulates operation of all **cemeteries, crematoria, mausolea, columbaria** and burial grounds. The section also answers inquiries and investigates **consumer complaints** about cemeteries and **burials**, and

advises cemetery owners. No special legislation exists for monument dealers. For information, contact this office or the regional offices listed below.

119 King St. W.
**Hamilton L8N 3Z9**
416-521-7557
Fax 416-521-7511
(Brant, Haldimand-Norfolk, Halton, Peel, Simcoe, Hamilton-Wentworth, Niagara, Wellington, York)

1055 Princess St., Ste. 202
**Kingston K7L 5T3**
613-545-4465
Fax 613-545-4466
(Frontenac, Haliburton, Hastings, Lennox and Addington, Northumberland, Peterborough, Prince Edward, Victoria, Durham, Muskoka, Algoma, Kenora, Rainy River, Thunder Bay)

80 Dundas St.
P. O. Box 5600
Postal Terminal "A"
**London N6A 2P3**
519-675-7624
Fax 519-675-7634
(Elgin, Essex, Huron, Kent, Lambton, Middlesex, Perth, Oxford, Waterloo, Grey, Bruce, Dufferin)

10 Rideau St., 2nd. Flr.
**Ottawa K1N 9J1**
613-787-4048
Fax 613-787-4050
(Lanark, Leeds and Grenville, Nipissing, Ottawa-Carleton, Prescott and Russell, Renfrew, Stormont, Dundas and Glengarry, Sudbury District, Regional Municipality of Sudbury, Manitoulin, Cochrane, Timiskaming, Parry Sound)

101 Bloor St. W., 6th Flr.
**Toronto M5S 2Z5**
416-963-0511
Fax 416-961-4912
(Metropolitan Toronto)

CONSUMER SERVICES BRANCH CCR 18
555 Yonge St., 2nd Flr.
Toronto M7A 2H6
416-326-8606
Consumer Services Bureau 416-326-8600
Investigation & Enforcement 416-326-8606

The Consumer Services Branch processes consumer complaints, investigates alleged infractions, and inspects registrants under all Acts dealing with consumer protection. Officers are available to speak to consumer and business groups on consumer protection matters. The branch is divided into two sections, **Consumer Services Bureaus** and **Investigation and Enforcement**.

Consumer Services Bureaus across Ontario answer **consumer** inquiries and attempt to mediate **complaints** arising from the purchase of goods or services (e.g., consumer rights regarding **contracts**), borrowing money, and deceptive or unfair **business** practices. Eight bureaus handle complaints under these Acts: **Bailiffs** (private bailiffs); **Business Practices** (which specifies practices considered to be deceptive, unfair or unconscionable, and provides

the consumer with redress procedure); **Collection Agencies; Consumer Protection** (e.g., finance charges on **credit** purchases and **loans**) and door-to-door sales (**itinerant sellers**); **Consumer Reporting** (credit reporting and personal investigation agencies); **Discriminatory Business Practices** (e.g., **discrimination** in the business community on the basis of race, creed, colour, nationality, ancestry, place of origin, sex or geographical location); **Motor Vehicle Dealers**, (e.g., purchase of **motor vehicles**), **Motor Vehicle Repair** (e.g., repairs to Motor Vehicle); **Paperback and Periodical Distributors** (wholesalers of paperback books and **periodicals**); **Prepaid Services** (e.g., memberships in fitness, health clubs, diet or modelling agencies); **Real Estate and Business Brokers; Travel Industry** (travel agents and wholesalers). The bureaus across the Province are listed below.

119 King St. W., 5th Flr.
P. O. Box 2112
**Hamilton L8N 3Z9**
416-521-7554
Fax 416-521-7511

80 Dundas St., Main Flr.
Box 5600, Terminal "A"
**London N6A 2P3**
519-675-7605
Fax 519-675-7634

10 Rideau St., 2nd Flr.
**Ottawa K1N 9J1**
613-787-4048
Fax 613-787-4050

139 George St. N., 8th Flr.
**Peterborough K9J 3G6**
705-743-8728
Fax 705-745-2179

199 Larch St., 2nd Flr.
**Sudbury P3E 5P9**
705-675-4378
Fax 705-673-7237

435 James St. S., 1st Flr.
P. O. Box 5000
**Thunder Bay P7C 5G6**
807-475-1641
Fax 807-475-0423

555 Yonge St., 2nd Flr.
**Toronto M7A 2H6**
416-326-8600
Fax 416-326-8665

250 Windsor Ave., 6th Flr.
**Windsor N9A 6V9**
519-254-6413
Fax 519-258-7710

ENTERTAINMENT STANDARDS BRANCH CCR 19
THEATRES SECTION
1075 Millwood Rd.
Toronto M4G 1X6
416-421-2462

The Theatres Section, which administers the amended Theatres Act, is responsible for the **safety** of film theatre-goers in Ontario; the approval for public exhibition and distribution of all 35mm, 16mm, and 8mm film and **videotape**; and the approval of all printed **advertising** related to the public exhibition of film.

To achieve these ends, the section issues **licences** to **theatres** exhibiting standard film in the province and monitors them through regular inspection, tests and licences **projectionists**, licences film distributors, film **exchanges, video retailers** and distributors, and projection equipment (including videotape machines) that are operated for public exhibition.

The section also provides administration for the **Ontario Film Review Board**. Present criteria for approval and classification of films and videos are based on guidelines prescribed by the **Theatres Act**, as amended.

Information packages, including the section's history and Ontario Film Review Board procedures and guidelines, may be obtained from this Ministry's Consumer Information Centre, 555 Yonge St., Main Floor, Toronto (326-8555). The monthly screening report on films and the monthly report on eliminations requested in films and videos are also on file at the Centre.

ENTERTAINMENT STANDARDS BRANCH CCR 20
LOTTERIES SECTION
10 Wellesley St. E., 5th Flr.
Toronto M7A 2H8
416-326-8700

The Lotteries Section supervises, controls and issues **licences** to all **lottery**, bingo, raffle, and **games of chance** operators in Ontario covered under the **Criminal Code of Canada**. Copies of the regulations are available on request. The section does not have jurisdiction over the activities of the Ontario Lottery Corporation (see entry under Ministry of Tourism and Recreation).

ENTERTAINMENT STANDARDS BRANCH CCR 21
ATHLETICS COMMISSIONER
1075 Millwood Rd.
Toronto M4G 1X6
416-963-3473

The Athletics Commissioner administers the **Athletics Control Act**, and is responsible for the proper conduct of all professional combative **sports** in Ontario. The Commissioner maintains liaison with **community centres** and **arenas**, and issues **licences** to professional **boxers, kickboxers** and **wrestlers** and all officials involved in these sports.

ONTARIO NEW HOME WARRANTY PROGRAM CCR 22
North York City Centre
5160 Yonge St., 6th Flr., Northeast Tower
North York M2N 6L9
416-229-9200
Toll-free 1-800-668-1024

The Ontario New Home Warranty Program (**ONHWP**) is the independent, non-profit corporation mandated by the Government of Ontario to administer the Ontario **New Home Warranties Plan Act**. The Act requires that all **builders** or vendors of new **homes register** with the Program and enrol each new home they offer for sale. Deposits paid to builders are protected to a maximum of $20,000, and buyers get several different forms of coverage on a new home, to a maximum value of $100,000. Warranty coverage includes a one-year builder's warranty against original defects of infractions of the Ontario Building Code, a two-year builder's warranty against foundation cracks that leak water to the basement from outside the building, and a five-year warranty against major structural defects. Builders or home buyers involved in a dispute can ask ONHWP to conciliate and, if necessary, appeal to the **Commercial Registration Appeal Tribunal**. The Program has regional offices throughout the province. It **publishes** three quarterly newsletters, The Link for registered builders, The Mandate for lawyers, and The Official Source for building officials. It also publishes a quarterly technical newsletter for builders called Building Smart, and a series of brochures explaining warranty rights and obligations aimed at lawyers, mortgage lenders, builders, real estate agents and the home buying public. The Program publishes an annual Home Buyer's Guide to After Sales Service, which lists all registered builders and rates many of them

according to the quality of their after sales customer service. For details, please contact the Warranty Program.

## TECHNICAL STANDARDS DIVISION

TECHNICAL STANDARDS DIVISION CCR 23
3300 Bloor St. W., 4th Flr.
Etobicoke M8X 2X4
416-234-6090
Fax 416-963-2018

The Technical Standards Division sets design **standards** for certain kinds of equipment and machinery which may affect public **safety**, and carries out inspections to ensure that safety standards are met. Programs of this division are described in separate entries.

A divisional **library** (234-6098) provides access to some of the Ministry's publications, regulations, standards, manuals and internal procedures.

PRESSURE VESSELS SAFETY BRANCH CCR 24
3300 Bloor St. W., 3rd Flr., West Tower
Etobicoke M8X 2X4
416-234-6000

The branch strives to minimize the loss of life and property arising from the operation of **boilers** and **pressure vessels**. Under the **Boilers and Pressure Vessels Act** and the **Operating Engineers Act**, the branch ensures **safety** by reviewing boiler and pressure vessel **engineering designs** and **welding** procedures, and performing inspections during fabrication and installation, and periodically thereafter if the vessel is uninsured. Other responsibilities include inspecting major repairs to all boilers and pressure vessels; qualifying and issuing **licences** to **welders; registering** and classifying **steam**, **refrigeration** and **compression** plants; issuing licences to their operators and **operating engineers**, and investigating related **accidents**. For administering the inspection and welder testing segments of the program, the province is divided into four regions, listed below.

119 King St. W., 5th Flr.
**Hamilton L8N 3Z9**
416-521-7560
(Southwestern Ontario)

30 Duke St. W., 4th Flr.
**Kitchener N2H 3W5**
519-749-1816
(Northwestern Ontario)

3300 Bloor St. W., 3rd Flr.
West Tower
**Etobicoke M8X 2X4**
416-234-6000
(East Toronto, West Toronto,
Eastern Ontario & Northern Ontario)

ELEVATING DEVICES BRANCH CCR 25
3300 Bloor St. W., 3rd Flr., West Tower
Etobicoke M8X 2X4
416-234-6060

The Elevating Devices Branch administers the **Elevating Devices Act** which applies with the exception of those devices covered under the Mining Act, to **elevators, escalators, dumbwaiters, moving walks, manlifts, platform lifts, ski lifts**, lifts for the **disabled** and **construction hoists**, and the **Amusement Devices Act** which covers **go-karts**, amusement rides and **water** slides. Elevating and amusement devices are inspected and **licenced**. Inspection is a

requirement in both Acts and all devices are inspected before initial licensing to ensure compliance with adopted **safety standards** and the registered design or dossier submitted. The operation of non-conforming or unsafe devices must be suspended. In the case of elevating devices, **contractors** installing, maintaining and repairing these devices must be **registered** with the branch and monitored. For amusement devices, licensees (business owners) are licenced and subsequently monitored. Individual devices must have a **permit** renewed annually.

The branch initiates and issues safety rulings, maintains a data bank of technical and statistical information, and participates in the development of safety codes through the **Canadian Standards Association** and international standards-making organizations. Field inspection operations are managed from the main Toronto office. Inspectors are located at head office and various district field offices throughout the province, as listed below. The engineering and field management staff combine expertise to investigate **accidents**, incidents and **consumer complaints** and undertake complex technical investigations to resolve problems.

The branch also reviews and registers all **designs** for regulated equipment, prior to installation and licensing to ensure compliance with technical/safety codes and standards.

**Etobicoke (Head Office)**
416-234-6060

**Hamilton**
416-521-7558

**Kingston**
613-389-7443

**Kitchener**
519-749-1613

**London**
519-679-7150

**Ottawa**
613-566-3806

**Sudbury**
705-675-4381

**Thunder Bay**
807-475-1641

**Windsor**
519-254-3739

FUELS SAFETY BRANCH CCR 26
3300 Bloor St. W., 4th Flr., West Tower
Etobicoke M8X 2X4
416-234-6030

The Fuels Safety Branch, which enforces the **Ontario Energy Act** and the **Gasoline Handling Act** and their regulations, strives to prevent loss of life, bodily injury and property damage by controlling potential safety hazards in the transportation, transmission, distribution, storage and utilization of **fuels** such as **natural gas, oil, propane**, and **gasoline**. The branch issues **licences** to gasoline **service stations**, propane facilities and companies which distribute natural gas and oil; **registers contracting** companies which do work covered under the Energy Act or the Gasoline Handling Act; issues **certificates** to natural gas and propane fitters and handlers and oil-burner mechanics; and audits all of these operations on a spot-check basis.

The branch also examines and approves site plans prior to the construction of certain licensed facilities, such as, gasoline self-service stations and propane facilities.

**Etobicoke**
416-234-6030
Fax 416-963-2018

**Hamilton**
416-521-7559
Fax 416-521-7511

**London**
519-675-7605
Fax 519-675-7634

**Peterborough**
705-742-1562

**Thunder Bay**
807-475-1650
Fax 807-475-0423

UPHOLSTERED AND STUFFED ARTICLES BRANCH — CCR 27
3300 Bloor St. W., 4th Flr.
Etobicoke M8X 2X4
416-234-6088
Fax 416-963-2018

The branch administers the **Upholstered and Stuffed Articles Act** and ensures **safety** by **registering** renovators and manufacturers and inspecting premises of registrants and retailers of **upholstered and stuffed articles**. Responsibilities include investigating **consumer complaints** about stuffed furniture, mattresses, pillows, clothing materials, toys, etc., and testing filling materials for compliance with the regulations. Field offices listed below carry out the same inspection and complaint investigation functions as the head office, and pick up samples of filling materials for submission to head office for testing. There are two branch field offices, listed below.

Mr. Tom MacRae
80 Dundas St., Main Flr.
P. O. Box 5600, Terminal "A"
**London N6A 2P3**
519-675-7627
Fax 519-675-7634
(Western)

Mr. J.J. Richard
22B Castlebrook Lane
**Nepean K2G 5G2**
613-226-2537
(Eastern)

**PUBLIC ENTERTAINMENT STANDARDS PROGRAM**

ONTARIO RACING COMMISSION — CCR 28
180 Dundas St. W., 14th Flr.
Toronto M5G 1Z8
416-963-0520

The Ontario Racing Commission (**ORC**) administers the Racing Commission Act, which involves supervision and control of **horse racing** in Ontario. The ORC **licences** all racetrack operators and racing participants. Licences may be obtained by contacting the ORC office at any operating Ontario racetrack. The commission holds **public hearings** on appeals to review rulings issued by commission judges and stewards officiating at the races. It also administers the **Race Tracks Tax Sharing Arrangement**, a program that returns approximately 25 million dollars to the racing industry in the form of purse supplements; breeding incentive programs (the **Ontario Sires Stakes**); and **funds** for **equine research**. The ORC can provide the dates on which tracks are operating, offer **information** on licensing requirements and deal with any inquiries on horse racing.

## REGISTRATION DIVISION

REGISTRATION DIVISION CCR 29
393 University Ave., 4th Flr.
Toronto M7A 2H6
416-596-3600

This division provides for the registration of interests in real property and personal property, and is responsible for the operation of all Land Registry Offices in the province. It administers the Marriage Act, the Change of Name Act, and the collection and custody of records under the Vital Statistics Act. Through its Companies Branch, it provides for the incorporation, dissolution and revival of companies, and registration of partnerships and proprietorships.

REAL PROPERTY REGISTRATION BRANCH CCR 30
393 University Ave., 4th Flr.
Toronto M7A 2H6
416-596-3649

The Real Property Registration Branch is responsible for the management and operation of the 65 Land Registry Offices throughout Ontario. The offices register, store and preserve documents, **deeds, mortgages** and plans of survey **registration** relating to the ownership and encumbrance of real property under both the Land Titles system and the Registry system. All registered and deposited records are available to the public (for a fee) to search title or obtain information relating to the ownership of **real property**.

The branch monitors the quality of plans of survey through its **Surveys, Mapping and Title Examination Office** by both direct pre-registration examination and post-registration audit and review. The office examines applications for first registration, **condominium** plans, **Boundaries Act** plans and applications under the Certification of Titles Act. The processing of applications for first registration under the Land Titles Act and the Certification of Titles Acts has been regionalized and is being done at each of the Regional Offices listed below and at the Ottawa Land Registry Office.

The branch is responsible for the implementation of system improvements referred to as **POLARIS** (Province of Ontario Land Registration and Information System). Long-term improvements include the automation of the land records index and property title information, and the production of computer-generated property **maps**.

Fifty of the 65 Land Registry Offices provide registration and enquiry services related to the **Personal Property Security Registration System (PPSR)**. **Liens** against personal property (boats, cars) may be registered or prospective buyers may determine whether personal property is free of encumbrances. Fourteen of the Land Registry Offices provide local incorporation services under the Business Corporations Act. The following is a list of five regional offices and 65 **Land Registry Offices** indicating the services provided: Registry (REG), **Land Titles** (LT), Personal Property Security Registration (PPSR), and **Company incorporation** (CO).

**REGIONAL OFFICES**

*Toronto Regional Offices*
393 University Ave., 3rd Flr.
**Toronto M7A 2H6**
416-596-3764
Fax 416-596-2457

*Northern Regional Office*
128 Larch St., Ste. 501
**Sudbury P3E 5J8**
705-675-4111
Fax 705-675-2352

*Central Regional Office*
330 Yonge St., 2nd Flr.
P. O. Box 238
**Newmarket L3Y 4X1**
416-853-0353
Fax 416-853-2990

*Southwestern Regional Office*
205 York St., 2nd Flr.
**London N6A 1B4**
519-675-7767
Fax 519-675-7771

*Eastern Regional Office*
1055 Princess St., Ste. 202
**Kingston K7L 5T3**
613-545-4460
Fax 613-545-4466

**REGISTRY OFFICES**

*REG*
63 Kenyon St. W.
P. O. Box 668
**Alexandria K0C 1A0**
613-525-1315
(Glengarry)

*REG*
125 Brougham St.
P. O. Box 1180
**Almonte K0A 1A0**
613-256-1577
(Lanark North)

*REG*
248 George St.
P. O. Box 389
**Arthur N0G 1A0**
519-848-2300
519-848-2930 Paging Service
(Wellington North)

*REG, LT, PPSR, CO*
Court House
114 Worsley St.
**Barrie L4M 1M1**
705-734-2722 Ext. 60
705-737-3600 Paging Service
(Simcoe)

*REG, LT, PPSR*
280 Pinnacle St.
P. O. Box 1540
**Belleville K8N 5J2**
613-968-4597 REG, LT
613-968-8261 PPSR
613-968-5382/8611 Paging Service
(Hastings)

*REG, LT*
108 Liberty St. N.
P. O.Box 178
**Bowmanville L1C 3K9**
416-623-5386
416-623-3751/2426 Paging Service
(Newcastle)

*REG, LT, PPSR*
15 Dominion St.
P. O. Box 720
**Bracebridge P0B 1C0**
705-645-4415
705-645-8773 Paging Service
(Muskoka)

*REG, LT, PPSR*
7765 Hurontario St.
P. O. Box 1200
**Brampton L6V 2L8**
416-457-5350 REG, LT
416-453-1272 PPSR
(Peel)

*REG, PPSR*
Court House
80 Wellington St.
**Brantford N3T 2L9**
519-752-8321 REG
519-752-5571 PPSR
519-753-8664/8665 Paging Service
(Brant)

*REG, PPSR*
7 King St. W.
**Brockville K6V 3P7**
613-345-5751/53/56
(Leeds)

*REG, PPSR*
99 Main St., 2nd Flr.
**Cambridge N1R 1W1**
519-653-5778
519-653-2348 Paging Service
(Waterloo South)

*REG, PPSR*
10 Echo St.
P. O. Box 310
**Cayuga N0A 1E0**
416-772-3531
416-772-3532 Paging Service
(Haldimand)

*REG, PPSR*
40 William St. N.
**Chatham N7M 5L8**
519-352-5520
(Kent)

*REG, PPSR*
1005 William St., Ste. 105
P. O. Box 668
**Cobourg K9A 5J4**
416-372-3813
416-372-7471 Paging Service
(Northumberland West)

*REG, LT, PPSR*
Court House
149 4th Ave.
P. O. Box 580
**Cochrane P0L 1C0**
705-272-5791
(Cochrane)

*REG*
51 King St.
P. O. Box 339
**Colborne K0K 1S0**
416-355-2338
416-355-3603 Paging Service
(Northumberland East)

*REG, PPSR*
127 Sydney St.
P. O. Box 1268
**Cornwall K6H 5V3**
613-932-4522
613-932-7046 Paging Service
(Stormont)

*REG*
192 Lambton St. E.
P. O. Box 10
**Durham N0G 1R0**
519-369-2011
(Grey South)

*REG, LT, PPSR*
353 Church St.
P. O. Box 398
**Fort Frances P9A 3M7**
807-274-5451
(Rainy River)

*REG, LT*
178 McKellar St.
P. O. Box 9
**Glencoe N0L 1M0**
519-287-2234
(Middlesex West)

*REG, PPSR*
38 North St.
P. O. Box 216
**Goderich M7H 3Z2**
519-524-9562
519-524-9651 Title Searchers
(Huron)

*REG, LT, PPSR*
Phipps St.
P. O. Box 265
**Gore Bay P0P 1H0**
705-282-2442
(Manitoulin)

*REG, PPSR*
P. O. Box 905
21 Douglas St.
**Guelph N1H 6M6**
519-822-0251
519-767-9191/9444
(Wellington South)

*REG, LT, PPSR*
375 Main St.
P. O. Box 159
**Haileybury P0J 1K0**
705-672-3332
705-672-2344 Paging Service
(Timiskaming)

*REG, LT, PPSR, CO*
Ontario Government Bldg.
119 King St. W.
P. O. Box 2112
**Hamilton L8N 3Z9**
416-521-7561
416-525-4571 Paging Service
(Wentworth)

*REG, LT, PPSR*
220 Main St. S.
P. O. Box 1350
**Kenora P9N 3X7**
807-468-2794
(Kenora)

*REG, PPSR, CO*
Court St.
**Kingston K7L 2N4**
613-548-6767
613-542-1783 Paging Service
(Frontenac)

*REG, PPSR, CO*
200 Frederick St., 3rd Flr.
**Kitchener N2H 6N9**
519-576-1330 REG
519-576-2370 PPSR. CO
519-576-6600 Paging Service
(Waterloo North)

*REG, PPSR*
Provincial Court Bldg.
440 Kent St. W.
Box 4000
**Lindsay K9V 4S5**
705-324-4912
705-324-5061 Paging Service
(Victoria)

*REG, LT, PPSR, CO*
80 Dundas St.
P. O. Box 5600
**London N6A 2P3**
519-675-7600 REG, LT
519-675-7612 PPSR, CO
519-679-7190 Paging Service
Fax 519-675-7633
(Middlesex East)

*REG, LT, PPSR*
Queen & Court Sts.
P. O. Box 302
**L'Orignal K0B 1K0**
613-675-4648
613-675-2626 Paging Service
(Prescott)

*REG, LT, PPSR*
491 Steeles Ave. E.
**Milton L9T 1Y7**
416-878-7287/8/9 REG, LT
416-878-1882 PPSR
416-878-8159/8150 Paging Service
(Halton)

*REG*
Newcastle St.
P. O. Box 270
**Minden K0M 2K0**
705-286-1391
705-286-1702 Paging Service
(Haliburton)

*REG*
5th St.
P. O. Box 645
**Morrisburg K0C 1X0**
613-543-2583
(Dundas)

*REG, PPSR*
87 Thomas St. E.
**Napanee K7R 1L1**
613-354-3751
(Lennox)

*REG, LT, PPSR*
50 Eagle St. W.
**Newmarket L3Y 6B1**
416-895-1561
416-895-9801 Paging Service
(York Region)

*REG, LT, PPSR*
360 Plouffe St.
**North Bay P1B 9L5**
705-474-2270
(Nipissing)

*REG, PPSR*
10 Louisa St.
**Orangeville L9W 3P9**
519-941-1481
519-941-1703 Freelancers
(Dufferin)

*REG, LT, PPSR, CO*
The Thornton Centre
850 King St. W.
**Oshawa L1J 2L5**
416-436-3521
416-436-3535 Paging Service
(Durham)

*REG, LT, PPSR*
Court House
161 Elgin St., 4th Flr.
**Ottawa K2P 2K1**
613-239-1319 REG, PPSR, CO
613-239-1230 LT
613-239-1288/1289 Paging Service
613-239-1290/1291 Paging Service
613-239-1248/1249 Paging Service
(Ottawa-Carleton)

*REG, PPSR*
Court House
595 9th Ave. E.
**Owen Sound N4K 3E3**
519-376-1637
519-376-1647 Paging Service
(Grey North)

*REG, LT, PPSR*
28 Miller St.
P. O. Box 276
**Parry Sound P2A 1T1**
705-746-5816
705-746-7643 Paging Service
(Parry Sound)

*REG, PPSR*
400 Pembroke St. E.
P. O. Box 760
**Pembroke K8A 6X1**
613-732-8331
613-732-8620 Paging Service
(Renfrew)

*REG, PPSR*
10 Sunset Blvd.
P. O. Box 278
**Perth K7H 3E4**
613-267-1144
(Lanark South)

*REG, LT, PPSR, CO*
Court House
470 Water St.
P. O. Box 958
**Peterborough K9J 7A5**
705-745-0583 Ext. 44
705-745-0585/0586 Paging Service
(Peterborough)

*REG, PPSR*
1 Pitt St.
P. O. Box 1310
**Picton K0K 2T0**
613-476-3219
613-476-6616 Paging Service
(Prince Edward)

*REG, LT*
17 Mill St. N.
P. O. Box 122
**Port Hope L1A 3W3**
416-885-5616
416-885-8732 Title Searchers
(Port Hope)

*REG*
499 Centre St.
P. O. Box 1660
**Prescott K0E 1T0**
613-925-3177
(Grenville)

*REG, LT*
469 Concession St.
P. O. Box 10
**Russell K0A 3B0**
613-445-2138
613-445-2126 Paging Service
(Russell)

*REG, PPSR, CO*
Court House
700 N. Christina St.
**Sarnia N7T 7N5**
519-337-2393
(Lambton)

*REG, LT, PPSR, CO*
420 Queen St. E.
P. O. Box 550
**Sault Ste. Marie P6A 5M8**
705-253-8887
705-253-9151/5511 Paging Service
(Algoma)

*REG, LT, PPSR*
Court House
Hwy. 3 W.
P. O. Box 9
**Simcoe N3Y 4K8**
519-426-2216
519-426-9482 Paging Services
(Haldimand-Norfolk)

*REG, LT, PPSR*
59 Church St.
P. O. Box 126
**St. Catharines L2R 6R4**
416-684-6351
416-684-2377 Paging Service
(Niagara North)

*REG, PPSR*
York St. W.
P. O. Box 902
**Stratford N5A 6T1**
519-271-3343
519-271-6772 Paging Service
(Perth)

*REG, LT, PPSR*
Wellington St.
P. O. Box 4
**St. Thomas N5P 3T5**
519-631-3015 REG, LT
519-633-4471 PPSR
519-631-1014/8363 Paging Service
(Elgin, Kent (Lake Erie))

*REG, LT, PPSR, CO*
199 Larch St., 3rd Flr.
**Sudbury P3E 5P9**
705-675-4300 REG, LT
705-675-4306 PPSR, CO
(Sudbury)

*REG, LT, PPSR, CO*
29 Royston Court
Postal Station "P"
**Thunder Bay P7A 4Y7**
807-343-7905
807-345-0553 Paging Service
(Thunder Bay)

*REG*
20 Dundas St. W., Ste. 230
Box 99
**Toronto M5G 2C2**
416-965-7553
416-965-7546 Paging Service
(Toronto City)

*REG*
20 Dundas St. W., Ste. 321
Box 108
**Toronto M5G 2C2**
416-965-7588
416-965-7601 Paging Service
(Toronto Boroughs)

*LT*
20 Dundas St. W., Ste. 420
Box 117
**Toronto M5G 2C2**
416-965-5269
416-965-7559/7560/7568 Paging Service
416-965-1523/1535 Paging Service
416-965-1534/5269 Paging Service
(Metropolitan Toronto)

*PPSR*
393 University Ave., 3rd Flr.
**Toronto M7A 2H6**
416-596-3766
Fax 416-596-3838
(Toronto)

*REG, LT, PPSR*
203 Cayley St.
P. O. Box 1690
**Walkerton N0G 2V0**
519-881-2259
(Bruce)

*REG, LT, PPSR, CO*
200 Division St.
P. O. Box 730
**Welland L3B 5R5**
416-735-4011/13
416-732-6704/1545/2795 Paging Service
(Niagara South)

*REG, LT, PPSR, CO*
250 Windsor Ave., 3rd Flr.
**Windsor N9A 6V9**
519-971-9980 REG, LT
519-971-9976 PPSR
519-256-4995/6/7/8 Paging Service
(Essex)

*REG, LT, PPSR*
75 Graham St.
P. O. Box 246
**Woodstock N4S 7W8**
519-537-6286/7
519-537-3115 Paging Service
(Oxford)

LEGAL SERVICES BRANCH CCR 31
393 University Ave., 4th Flr.
Toronto M7A 2H6
416-596-3621

The Legal Services Branch provides legal support to the Personal Property Security Registration Branch, the Real Property Registration Branch and the Office of the Registrar General. It also responds to enquiries concerning the interpretation of the **Boundaries Act**, **Certification of Titles Act**, **Change of Name Act**, 1986, **Condominium Act**, **Land Registration Reform Act**, 1984, **Land Titles Act**, **Marriage Act**, **Registry Act** and the **Vital Statistics Act**.

PERSONAL PROPERTY SECURITY REGISTRATION BRANCH CCR 32
393 University Ave., 3rd Flr.
Toronto M7A 2H6
416-596-3766

The branch manages the **Personal Property Security Registration System (PPSR)**, and administers the **Personal Property Security Act (PPSA)**, and the **Repair and Storage Liens Act** (RSLA).

The PPSR System provides a **registration** function whereby a person who **loans** money and takes personal property (e.g., a **motor vehicle**) as collateral for the loan can register notice of the **security agreement** through the registration of a **financing statement**. In addition, repairers and storers of goods who have returned the goods to the owners before being paid can register notice of their **non-possessory liens** through the registration of a claim for lien. A registration can be submitted by mail to the Central Registration Branch or in person to any one of the 50 PPSR branch offices listed under this Ministry's Real Property Registration Branch entry. Financing statement/claim for lien forms are available free of charge.

The PPSR System also provides an enquiry service so that the people can determine, when buying **personal property** or accepting it for security as collateral for a loan, whether a notice of security interest of non-possessory lien has been registered against the property (i.e. whether the owner has previously pledged the property as security or owes for repairs or storage of the property).

The Personal Property Security Registration Branch **publishes** the Personal Security Registration and Enquiry Guide which provides registration and enquiry information, A Consumer's Guide to the Personal Property Security Registration System and A Guide to the Repair and Storage Liens Act. Mailing address for the branch are as follows:

**Mailed-in Registrations:**
Central Registration Branch
Box 21100, Postal Station "A"
**Toronto M5W 1W6**

**Mailed-in Inquiries:**
Personal Property Registration Branch
Box 4120, Postal Station "A"
**Toronto M5W 1T2**

COMPANIES BRANCH CCR 33
INFORMATION SERVICES SECTION
393 University Ave., 2nd Flr.
Toronto M7A 2H6
416-593-8880

The Information Services Section deals with searches of **corporations** and certificates of corporation status. Copies of documents (e.g., articles of **incorporation**, annual returns and notices) of corporations in Ontario can be provided. The section also handles **business registration** of general **partnerships**, limited partnerships and sole **proprietorships**; registers corporations that carry on business in Ontario under **name** or style other than the corporate name; registers dissolution or withdrawal of these businesses; and conducts public searches of documents relating to all the above business enterprises.

COMPANIES BRANCH CCR 34
COMPLIANCE SECTION
393 University Ave., 2nd Flr.
Toronto M7A 2H6
416-596-3760

The Compliance Section has responsibility for encouraging and monitoring accurate and timely reporting of corporate **information** such as: location of registered office; names and addresses of current officers and directors. Access to these records are given to the public, the corporate and legal communities, law enforcement agencies and other government departments.

COMPANIES BRANCH CCR 35
CORPORATE SERVICES SECTION
393 University Ave., 2nd Flr.
Toronto M7A 2H6
416-596-3757

The Corporate Services Section examines and processes articles of **incorporation**, articles of amendment of business corporations, applications for incorporation of **non-profit corporations** (**churches**, community groups, etc.), and issues letters patent and extra-provincial

**licences** to non-Canadian business corporations in Ontario. The section also cancels charters (letters patent, **certificates of incorporation**).

Corporate Services approves corporate **names** for proposed new non-profit corporations. Proposed changes of names by existing non-profit corporations are also processed.

The section also provides information on corporation reporting and filing requirements.

COMPANIES BRANCH CCR 36
SYSTEMS IMPLEMENTATION SECTION
393 University Ave., 3rd Flr.
Toronto M7A 2H6
416-596-3795

The Systems Implementation Section is responsible for developing and implementing the Ontario Business Information System (ONBIS). ONBIS will automate **business** registration and incorporation in Ontario.

REGISTRAR GENERAL BRANCH CCR 37
Macdonald Block, 2nd Flr.
Queen's Park, Toronto M7A 1Y5
416-965-1687

The Registrar General Branch registers and records Ontario **births, deaths, marriages**, still-births, parentage and **name** changes. The branch also keeps **adoption** and **divorce records**. **Statistics** relating to births, still-births, marriages, divorces and deaths are compiled annually and published under the title "Ontario Vital Statistics". Wallet and file size certificates as well as certified photocopies of registrations of births, deaths and marriages in Ontario are provided to entitled applicants on payment of appropriate fees. Under the Marriage Act, certificates of **registration** are issued to persons authorized to perform marriages in Ontario (contact **Marriage Office**, 965-2026).

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Consumer and Commercial Relations are listed below. Contact the Communications Services Branch (963-0339) for unlisted agencies.

COMMERCIAL REGISTRATION APPEAL TRIBUNAL CCR 38
1 St. Clair Ave. W.
Toronto M4V 1K6
416-965-7798

The Tribunal holds public hearings on **appeals** to review administrative decisions denying, refusing to renew, suspending or revoking **registration** of individuals and **corporations**. It also hears appeals to review government-originated cease and desist orders respecting **advertising**, selling and unfair business practices by **real estate** and **business brokers** and salespersons, **mortgage** brokers, **motor vehicle** dealers and salespersons, **bailiffs**, consumer **credit** reporting agencies, **collection agencies, itinerant sellers (Consumer Protection Act)** manufacturers and renovators of **upholstered and stuffed articles**, distributors of paperback **books** and **periodicals, travel** agents and wholesalers. Under the **Discriminatory Business Practices Act**, the Tribunal handles appeals. In addition, it hears claimant and registrant appeals from decisions and proposals of the Corporation administering the **Ontario New**

**Home Warranties Plan Act**, appeals of **credit unions** from orders taking over management of the **Ontario Share and Deposit Insurance Corporation**, claimant appeals from trustees' decisions under the **Travel Industry Act**, and appeals for compensation under the Travel Industry Act, Ontario New Home Warranties Plan Act and Motor Vehicle Dealers Compensation Fund under the **Motor Vehicle Dealers Act**, as well as, decisions made by the Registrars under the **Funeral Directors and Establishments Act** and the **Cemeteries Act**.

The Tribunal holds public hearings on appeals from persons aggrieved by **Liquor Licence Board** decisions to: refuse to issue, suspend, attach terms to, or revoke a **licence** or **permit**; refuse to renew or approve a transfer of a licence; suspend, revoke or refuse to renew a manufacturer's licence; temporarily suspend a licence or permit in the public interest; refuse to register an agent or representative; issue an interdiction order; issue a cease and desist order with respect to an advertisement or public notice.

LIQUOR CONTROL BOARD OF ONTARIO CCR 39
55 Lake Shore Blvd. E.
Toronto M5E 1A4
416-864-2570

Through over 600 retail stores across Ontario, the Liquor Control Board of Ontario (**LCBO**) distributes and sells spirits, **wine** and beer to consumers and licensed establishments. The LCBO also places private orders for brands not normally carried in its stores, offers free product advice to customers through experienced wine consultants, and provides a wide selection of fine wines and spirits in its Vintage stores and "Vintages Sections" of regular **liquor** stores. For travellers leaving the country, the LCBO operates two duty-free stores at Pearson International Airport. The LCBO also authorizes the sale of Ontario beer through the **Brewers' Retail stores** and Ontario wine through Ontario winery stores. For more information about LCBO operations call the LCBO Info-Line at 1-800-668-5226 (in Toronto call 324-4400).

LIQUOR LICENCE BOARD OF ONTARIO CCR 40
55 Lake Shore Blvd. E.
Toronto M5E 1A4
416-864-2570
Fax 416-965-3486

Under the Liquor Licence Act, the Liquor Licence Board of Ontario (**LLBO**) issues, renews, transfers, suspends and revokes **liquor licences** (including Special Occasion Permits) for on-premise sale and consumption of **alcoholic** beverages. The Board also regulates alcoholic beverage **advertising** and inspects all licensed establishments in Ontario. **Ontario Photo Cards** are available on a voluntary basis to Ontario residents over 19. Application forms may be obtained from liquor stores and **Brewers' Retail** outlets. For information on obtaining Ontario Photo Cards call 326-0462, for advertising call 326-0400 and for inspections call 326-0336.

**Liquor Licences**: (Toronto Area 326-0456), (Central Ontario 326-0437), (Western Ontario 326-0442), (Eastern Ontario 326-0433), and (Northern Ontario 326-0449).

**Special Occasion Permits**: (Toronto Area 326-0461), (Central Ontario 326-0439), (Western Ontario 326-0444), (Eastern Ontario 326-0430), and (Northern Ontario 326-0447).

**Transfers of Liquor Licence**: (Toronto Area 326-0456/7), (Central Ontario 326-0436), (Western Ontario 326-0441), (Eastern Ontario 326-0432), and (Northern Ontario 326-0446).

## ACTS

ACTS CCR 41

The Ministry of Consumer and Commercial Relations is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Amusement Devices Act, 1986
Apportionment Act
Assignments and Preferences Act
Athletics Control Act
Bailiffs Act
Boilers and Pressure Vessels Act
Boundaries Act
Bread Sales Act
Business Corporations Act, 1982
Business Practices Act
Cemeteries Act
Certification of Titles Act
Change of Name Act, 1986
Collection Agencies Act
Condominium Act
Consumer Protection Act
Consumer Protection Bureau Act
Consumer Reporting Act
Corporation Securities Registration Act
Corporations Act
Corporations Information Act
Debt Collectors Act
Discriminatory Business Practices Act
Elevating Devices Act
Energy Act
Extra-Provincial Corporations Act, 1984
Factors Act
Funeral Directors and Establishments Act, 1990
Gasoline Handling Act
Land Registration Reform Act, 1984
Land Titles Act
Limited Partnerships Act
Liquor Control Act
Liquor Licence Act
Marriage Act
Ministry of Consumer and Commercial Relations Act
Motor Vehicle Dealers Act
Motor Vehicle Repair Act, 1988
Ontario New Home Warranties Plan Act
Operating Engineers Act
Paperback and Periodical Distributors Act
Partnerships Act
Partnerships Registration Act

Personal Property Security Act
Petroleum Products Price Freeze Act, 1975
(unconsolidated and unrepealed)
Prearranged Funeral Services Act
Prepaid Service Act, 1988
Racing Commission Act
Real Estate and Business Brokers Act
Registry Act
Residential Complex Sales Representation Act, 1983
Theatres Act
Travel Industry Act
Unclaimed Articles Act
Upholstered and Stuffed Articles Act
Vital Statistics Act
Wine Content Act

# MINISTRY OF CORRECTIONAL SERVICES

**200 First Ave., W.**
**North Bay P1B 9M3**

The Ministry of Correctional Services, established by the provincial legislature in 1946 as the Department of Reform Institutions, operated facilities for male and female adult and juvenile (under 18) offenders. In 1968, it became the Department of Correctional Services when the province took over responsibility for all county and city jails and passed the Department of Correctional Services Act (consolidating all but the Training Schools Act). In 1972, the name changed to the Ministry of Correctional Services, and probation services were transferred from the Ministry of the Attorney General. Responsibility for juvenile offenders was assumed by the Ministry of Community and Social Services in 1977.

Correctional Services has jurisdiction over adult male and female persons placed on probation, on remand awaiting trial or sentencing, being held for immigration hearings or deportation, awaiting transfer to federal institutions, sentenced to terms of less than two years and released on parole.

Under the Young Offenders Act, Canada, the Ministry holds responsibility for 16 and 17 year-old offenders, up to their 18th birthday.

The Ministry's main objectives are to provide custody and community supervision as directed by the courts and federal and provincial legislation governing correctional services in Ontario; provide information to assist the courts in determining disposition; create programs to motivate offenders towards positive personal and social adjustment; and develop and provide programs for the prevention of crime.

The Ministry of Correctional Services administers the Ministry of Correctional Services Act, 1980.

## DEPUTY MINISTER'S OFFICE

INVESTIGATION AND SECURITY UNIT — CORRECTIONS 1
2001 Eglinton Ave. E.
Scarborough M1L 4P1
416-750-3327

This unit investigates incidents involving Ministry staff or inmates, and reports directly to the Deputy Minister with findings and recommendations. It also provides advice and consultation to Ministry staff on matters of static, dynamic and preventive security.

LEGAL SERVICES BRANCH — CORRECTIONS 2
North Tower, Ste. 400
175 Bloor St. E.
Toronto M4W 3R8
416-326-5045

The Legal Services Branch counsels the Ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. It supplies general legal services such as preparing litigation, settling claims, providing legal opinions, appearing at court hearings, etc.. The branch is staffed by employees of the Attorney General's Office. A Legal Services office will also be located at 200 First Ave., W., North Bay P1B 9H3 towards the end of 1990.

POLICY AND CORPORATE PLANNING SECRETARIAT — CORRECTIONS 3
North Tower, 4th Flr.
175 Bloor St., E.
Toronto M4W 3R8
416-326-5041

The Policy and Corporate Planning Secretariat is responsible for the strategic policy, fiscal resources and planning process of the Ministry. Activities include liaising with other areas of government and central agencies; coordinating corporate policy development through consultation and liaison with the Ministry, private sector and briefing of the Minister and Deputy Minister; and providing for resource planning and allocation procedures.

COMMUNICATIONS BRANCH — CORRECTIONS 4
North Tower, Ste. 400
175 Bloor St., E.
Toronto M4W 3R8
416-326-5010

The Communications Branch provides information to the public, directly and via the news media, about the Ministry's activities; establishes communications policy for the Ministry; and provides advice, consultation and communication support services to the Minister, Deputy Minister and other branches. Branch activities include media liaison, answering public inquiries, and producing and distributing publications, news releases, audio-visual materials, exhibits and photographic displays.

A Communications Coordinator will also be located at 200 First Ave., W., North Bay P1B 9M3 towards the end of 1990.

For general information on Ministry programs, telephone 750-3333.

**CORPORATE SERVICES DIVISION**

CORPORATE SERVICES DIVISION — CORRECTIONS 5
621 Main St., W.
North Bay P1B 2V6
705-495-3830

Corporate Services Division is responsible for the development and implementation of management information systems, strategic plans, Ministry program evaluation, operational review and audit, human resources planning and management, staff training and development, employment equity, French language services, and Freedom of Information. The division also provides support services in the areas of budgeting, accounting, purchasing, facilities design and planning, records management, telecommunications, and plans and coordinates programs within the Ministry and with other provincial and federal government agencies. The division will be moving to 200 First Ave., W., North Bay P1B 9H3 towards the end of 1990.

OPERATIONAL REVIEW AND AUDIT BRANCH — CORRECTIONS 6
621 Main St., W.
North Bay P1B 2V6
705-494-4009

The branch reviews and monitors the Ministry's management systems and financial audits. It also assists management through a program of preventive security.

The branch is comprised of two sections: Operational Review, and Corporate and Special Audits. The branch will be moving to 200 First Ave., W., North Bay P1B 9H3 towards the end of 1990.

HUMAN RESOURCES MANAGEMENT BRANCH CORRECTIONS 7
176 Main St., W.
North Bay P1B 9B4
705-495-3800
Fax 705-495-3810

The Human Resources Management Branch works in an advisory capacity with line managers relating to personnel matters within their units. Services are provided by personnel administrators in the Ministry's main office and at the regional locations listed below. The branch is responsible for the establishment of Ministry personnel policies and procedures, administration of appropriate classification and compensation levels for Ministry employees, coordination of promotional competitions, manpower planning, employee counselling and labour relations matters. The Ministry's personnel and employee benefits records are maintained by the branch. It also serves as a liaison between the Ministry and the Human Resources Secretariat, and the Ontario Public Service Employees Union (OPSEU).

The branch operates special employment programs, such as summer **youth employment** for students. It also coordinates the Ministry's employment equity program. The branch will be moving to 200 First Ave., W., North Bay P1B 9H3 towards the end of 1990.

Staff Training and Development (467 Beach Boulevard, Hamilton L8H 6W8 416-548-5000) provides training and development programs for all Ministry staff, and some training for private correctional agencies under contract to the Ministry. This includes basic training for correctional, probation and parole officers, in addition to a wide range of professional development and management training programs. The branch has produced a variety of training materials and guide books which are available to training personnel from other ministries.

**Human Resources Management Field Offices**

*Regional Personnel Administrator (R.P.A.)*
*Central Region*
6711 Mississauga Rd., Ste. 406
**Mississauga, L5N 2W3**
416-965-3116

*Regional Personnel Administrator (R.P.A.)*
*Metro Region*
2 Dunbloor Rd., Ste. 312
**Islington M9A 2E4**
416-248-3901

*Regional Personnel Administrator (R.P.A.)*
*Eastern Region*
1055 Princess St., Ste. 404
**Kingston K7L 1H3**
613-545-4593

*Regional Personnel Administrator (R.P.A.)*
*Peterborough Region (Eastern)*
223 Aylmer St. N., Ste. 02
**Peterborough K9J 3K3**
705-748-4281

*Regional Personnel Administrator (R.P.A.)*
*Northern Region*
199 Larch St., 9th Flr.
**Sudbury P3E 5P9**
705-675-4128

*Regional Personnel Administrator (R.P.A.)*
*Western Region*
80 Dundas St., 1st Flr.
Box 5600, Terminal "A"
**London M6A 3C2**
519-675-7757

HUMAN RESOURCES MANAGEMENT BRANCH CORRECTIONS 8
EMPLOYMENT EQUITY PROGRAM
176 Main St., W.
North Bay P1B 9B4
705-495-3800

The Employment Equity Program serves employees of the Ministry, with special emphasis on aboriginals, racial minorities, francophones, persons with disabilities, and women, by providing training and development opportunities to become more qualified for job competitions. Additional functions of this office include monitoring research and development and evaluating strategies and initiatives. Career counselling is provided on an ad hoc basis for employees. Resource information, training seminars, workshops and presentations to interest groups are also available. This office will be moving to 200 First Ave., W., North Bay P1B 9M3 towards the end of 1990.

MANAGEMENT INFORMATION SYSTEMS BRANCH CORRECTIONS 9
1500 Fisher St. 2nd Flr.
Northgate Mall
North Bay P1B 2H3
705-495-3812
Fax 705-945-3811

The branch is responsible for the effective management of all information resources throughout the Ministry. This ensures that timely, relevant, and accurate information is available for operational and decision support when and where it is needed.

Branch activities include the development, maintenance, and operation of computer and paper based information systems, data centre operations, the information centre, local systems support, information resources planning and management, and **records management**. The branch will be moving to 200 First Ave., W., North Bay P1B 9M3 towards the end of 1990.

FINANCE AND ADMINISTRATIVE SERVICES BRANCH CORRECTIONS 10
621 Main St., W.
North Bay P1B 2V6
705-495-3833

Within the branch, the General Accounting Section (705-495-3860) prepares claims under federal/provincial agreements, and provides accounting services for all expenditures including accounts payable, payroll and revenue.

The General Services Section (705-495-3836) provides mail, messenger, and duplicating services; stationery and printed forms for the Ministry; fleet management; recycling program; stock in stores and fixed assets.

The Purchasing Section (705-495-3845) provides the Ministry with purchasing of goods and services.

The Budget Section (705-496-3842) produces financial reports for cost centres and senior management summarizing the Ministry's financial position.

The Financial Policies and Procedures Section (705-495-3833) develops operating policies, procedures and standards for Ministry financial systems. The branch will be moving to 200 First Ave., W., North Bay P1B 9M3 towards the end of 1990.

FRENCH LANGUAGE SERVICES COORDINATOR CORRECTIONS 11
176 Main St., W.
North Bay P1B 9B4
705-495-3800
Fax 705-495-3810

The **French Language Services** Coordinator advises the Deputy Minister and management on the effective provision of French language services within Ministry programs and activities. The Coordinator also formulates policy proposals and implementation plans to meet the requirements of the French Language Services Act.

This office coordinates French language training and evaluation of ministry staff. It liaises with the Office of Francophone Affairs and francophone associations in order to keep the Ministry informed of Franco-Ontarian community needs. The office will be moving to 200 First Ave., W., North Bay P1B 9M3 towards the end of 1990.

PLANNING AND EVALUATION BRANCH CORRECTIONS 12
1500 Fisher St.
Northgate Mall
North Bay P1B 2H3
705-494-4125

The Planning and Evaluation Branch supports Ministry decision making by planning and coordinating program evaluation and research, and maintaining, analyzing and disseminating corporate statistics. Particular emphasis has been placed on these activities as they pertain to the offender clientele who are female, native, francophone, disabled or a visible minority.

The **Freedom of Information** and Privacy Office of this branch responds to requests for access to records submitted to the Ministry and the Ontario Board of Parole under the Freedom of Information and Protection of Privacy Act, 1987, and liaises with the Office of the Information and Privacy Commissioner. The branch will be moving to 200 First Ave., W., North Bay P1B 9M3 towards the end of 1990.

## OPERATIONS DIVISION

OPERATIONS DIVISION CORRECTIONS 13
581 Fraser St.
North Bay P1B 3X3
705-494-4187

The Operations Division has two branches, the Offender Programming Branch and the Community Corrections Branch, which provide management, professional and consultative services to both institutional and community correctional programs. As part of its commitment to community corrections, the Operations Division contracts with private community agencies to provide resource centres for selected **adult offenders** and open custody for young offenders.

Ministry operations include administration of Ontario's 53 correctional institutions, 18 young offender secure detention and secure custody facilities, and a network of probation and parole services for both adult and young offenders in 131 locations throughout the province. **Correctional institutions** include jails, detention centres, correctional centres and treatment centres for adults and young offenders.

Jails and Detention Centres provide short-term, secure custody for persons awaiting trial or sentencing, being held for immigration hearings or deportation, serving relatively short or intermittent sentences, and awaiting transfer to other institutions. Programs are geared to the

relatively short-term needs of offenders and focus primarily on basic **educational** upgrading and life skills.

Correctional Centres provide a variety of programs for longer term offenders in minimum, medium or maximum security settings. Specialized programs are available at the **Ontario Correctional Institute** and Vanier Centre for Women (Brampton), the Guelph Assessment and Treatment Unit (**Guelph Correctional Centre**) the Millbrook Correctional Centre, and the Rideau Treatment Centre (Rideau Correctional Centre) in Eastern Ontario, in the areas of assessment, treatment and **research**. The Ministry currently operates two minimum security satellite camps. One provides adult offenders with exposure to farming and forestry, and the other is for young offenders.

**Probation** and **parole** officers work closely with all courts of criminal jurisdiction in Ontario and with the **Ontario Board of Parole**. Probation and parole staff supply pre-sentence, pre-disposition and progress reports to judges; pre-parole reports to the Ontario Board of Parole; and supervision and assistance to probationers, offenders on parole, and former offenders who need assistance after release from correctional institutions. Staff offer **counselling** and guidance in life skills, alcohol and substance abuse, job search techniques, stress management and interpersonal skills.

The Operations Division is administered by five regional offices located throughout the province. A list of regional offices, institutions and probation and parole offices follows. The division will be moving to 200 First Ave., W., North Bay P1B 9M3 towards the end of 1990.

**METRO REGION**

*Regional Office*
2 Dunbloor Rd., Ste. 312
**Islington M9A 2E4**
416-235-4969

**Institutions**

*Metropolitan Toronto East Detention Centre*
55 Civic Rd.
**Scarborough M1L 2K9**
416-750-3513

*Metropolitan Toronto West Detention Centre*
111 Disco Rd.
Box 4950
**Rexdale M9W 5L6**
416-675-1806

*Mimico Correctional Centre*
130 Horner Ave.
Box 75, Station "N"
**Toronto M8V 3S9**
416-255-0131

*Toronto Jail*
550 Gerrard St. E.
**Toronto M4M 1X6**
416-963-2880

*Whitby Jail*
200 Victoria St. W.
**Whitby L1N 6G3**
416-668-7791

**Probation and Parole Offices**

1240 Bay St., 4th Flr., Ste. 404
**Toronto M5R 2A7**
416-965-6434

745 Danforth Ave., 4th Flr.
**Toronto M4J 1L4**
416-963-3389

900 Dufferin St., Ste. 207
Dufferin Mall
**Toronto M6H 4B1**
416-965-5026

2265 Keele St., 2nd Flr., Ste. 2
**Toronto M6M 3Z7**
416-235-4967

77 River St., Ste. 100
**Toronto M5A 3P1**
416-965-0420

1940 Eglinton Ave. E., Ste. 204
**Scarborough M1L 4R1**
416-750-3452

4125 Lawrence Ave. E., Ste. 101
**Scarborough M1E 2S2**
416-750-3590

156 Duncan Mill Rd., Ste. 7
**Don Mills M3B 3N2**
416-391-1955

5233 Dundas St. W., 3rd Flr.
**Islington M9B 1A6**
416-233-1197

2065 Finch Ave. W., Ste. 509
**Downsview M3N 2V7**
416-745-6291

23 Westmore Dr., Ste. 112
**Rexdale M9V 3Y7**
416-745-4960

**Court Locations/Probation and Parole Offices**

Old City Hall Court
60 Queen St. W., Rm. 321
**Toronto M5H 2M4**
416-965-6527

361 University Ave., Rm. 210
County Court House
**Toronto M5G 1T3**
416-965-2879

444 Yonge St., 2nd Flr.
College Park Court
**Toronto M5B 2H4**
416-965-3236

80 The East Mall
East Mall Court
**Toronto M8Z 5X1**
416-252-6521

1911 Eglinton Ave. E.
Scarborough Court
**Scarborough M1L 4P4**
416-750-3370

1000 Finch Ave. W.
North York Court
**Downsview M3J 2V5**
416-663-5355

40 King St. W., Ste. 610
**Oshawa L1H 1A4**
416-571-3774

The Pickering Corporate Centre
1305 Pickering Mall Parkway, Ste. 416
**Pickering L1V 3P2**
416-831-2600

169 North St., Ste. 4
**Port Perry L0B 1N0**
416-985-9794

**CENTRAL REGION**

*Regional Office*
6711 Mississauga Rd., Ste. 406
**Mississauga L5N 2W3**
416-965-3116

**Institutions**

*Barrie Jail*
87 Mulcaster St.
Box 224
**Barrie L4M 4T2**
705-728-3933

*Camp Hillsdale*
*(Satellite Barrie Jail)*
R R #1
**Midland L4R 4K3**
705-835-3544

*Brantford Jail*
105 Market St.
**Brantford N3T 6A9**
519-752-6578

*Burtch Correctional Centre*
R R #1, Mount Pleasant
Box 940
**Brantford N3T 5S6**
519-484-2421

*Hamilton-Wentworth Detention Centre*
165 Barton St. E.
**Hamilton L8L 2W6**
416-523-8800

*Maplehurst Correctional Centre*
661 Martin St. (Junc. of 401 & 25)
Box 10
**Milton L9T 2Y3**
416-878-8141

*Niagara Dentention Centre*
Hwy. 58
Box 1050
**Thorold L2V 4A6**
416-227-6321

*Ontario Correctional Institute*
109 McLaughlin Rd. S.
Box 1888
**Brampton L6V 2P1**
416-457-7050

*Sprucedale Youth Centre*
660 Ireland Rd.
P. O. Box 606
**Simcoe N3Y 4L8**
519-426-3561

*Vanier Centre for Women*
205 McLaughlin Rd. S.
Box 1150
**Brampton L6V 2M5**
416-459-9100

**Probation and Parole Offices**

27 Victoria St. E., Ste. 208
P. O. Box 1329
**Alliston L0M 1A0**
705-435-4352

114 Worsley St.
**Barrie L4M 1M1**
705-726-6461

Brampton Centre
400 Queen St. W., Gr. Flr., Ste. 100
**Brampton L6X 1B3**
416-450-3744

Brampton East
155 Clark Blvd. W., Unit 15
**Brampton L6T 4G6**
416-450-3722

38 Darling Court, Third Level, Ste. 306
**Brantford N3T 6A8**
519-752-6505

440 Elizabeth St.
**Burlington L7R 2M1**
416-637-3457

45 Munsee St.
**Cayuga N0A 1E0**
416-772-3565

150 St. Paul St.
**Collingwood L9Y 3P2**
705-445-3110

232 Guelph St., Ste. 205
P. O. Box 160
**Georgetown L7G 4B1**
416-877-2268

1945 King St. E., Main Flr.
**Hamilton L8K 1W2**
416-549-9977

Ontario Government Bldg.
119 King St. W., Ste. 104
Box 2112
**Hamilton L8N 3Z9**
416-521-7527

Mountain Office
1030 Upper James St.
**Hamilton L9C 6X6**
416-387-5453

213 Queensway S.
**Keswick L4P 2A3**
416-476-4331

305 Midland Ave., Gr. Flr.
**Midland L4R 3K5**
705-526-3715

55 Ontario St., 2nd Flr., Ste. 31
Milton Mall
**Milton L9T 2M3**
416-878-7259

470 Hensall Circle, Upper Level
**Mississauga L5A 3V4**
416-276-2117

424 Hensall Circle, Ste. 105
**Mississauga L5A 1X8**
416-848-4161

90 Davis Dr., Ste. 203
**Newmarket L3Y 2N9**
416-898-6511

4701 St. Clair Ave.
P. O. Box 55
**Niagara Falls L2E 6S8**
416-356-1507

125 Lakeshore Rd. E., Ste. 305
**Oakville L6J 1H3**
416-845-8571

70 First St., Ste. 202
**Orangeville L9W 2E5**
519-941-4622

19 Front St. N.
**Orillia L3V 4R6**
705-325-9508

40 King St. W., Ste. 610
**Oshawa L1H 1A4**
416-571-3774

The Pickering Corporate Centre
1305 Pickering Mall Parkway, Ste. 416
**Pickering L1V 3P2**
416-831-2600

55 King St., 5th Flr., Ste. 504
**St. Catharines L2R 3H5**
416-687-8941

548 Queensway W.
P. O. Box 736
**Simcoe N3Y 4T2**
519-426-4250

8185 Yonge St., Ste. 212
**Thornhill L3T 2C6**
416-731-3061
9 Burger St., 2nd Flr.
**Welland L3B 2S6**
416-735-1660

**WESTERN REGION**

*Regional Office*
80 Dundas St., 1st Flr.
P. O. Box 5600, Terminal "A"
**London N6A 2P3**
519-675-7757

**Institutions**

*Chatham Jail*
17 Seventh St.
**Chatham N7M 4J9**
519-352-0150

*Dufferin Youth Centre*
R R #2
**Lisle L0M 1M0**
705-435-6190

*Elgin-Middlesex Detention Centre*
711 Exeter Rd.
**London N6E 1L3**
519-686-1922

*Guelph Correctional Centre*
785 York Rd.
Box 3600
**Guelph N1H 6P3**
519-822-0020

*Owen Sound Jail*
1235 Third Ave. E.
Box 517
**Owen Sound N4K 5R1**
519-376-0435

*Sarnia Jail*
700 North Christina St.
**Sarnia N7V 3C2**
519-337-3261

*Stratford Jail*
30 St. Andrew St.
**Stratford N5A 1A3**
519-271-2180

*Walkerton Jail*
209 Cayley St.
Box 429
**Walkerton N0G 2V0**
519-881-3442

*Waterloo Detention Centre*
182 Hespeler Rd.
Box 307
**Cambridge N1R 5V2**
519-621-9710

*Wellington Detention Centre*
588 Stone Rd. E.
Box 870
**Guelph N1H 6M6**
519-837-2400

*Windsor Jail*
378 Brock St.
Box 38
**Windsor N9C 3Y6**
519-254-2891

*Bluewater Youth Centre*
Hwy. 21 S.
Box 71
**Goderich N7A 3Y8**
519-524-2107

**Probation and Parole Offices**

Cambridge Place, Unit 21
73 Water St. N.
**Cambridge N1R 7L6**
519-621-5760

26 Fifth St. S., 2nd Flr., Ste. 209
**Chatham N7M 4V5**
519-352-1243

Court House
**Goderich N7A 1M2**
519-524-2193

36 Wyndham St. S.
**Guelph N1H 7J5**
519-836-2600

450 Frederick St., Ste. 302
**Kitchener N2H 2P5**
519-576-1900

Selkirk House
18 Selkirk Ave.
**Leamington N8H 1G3**
519-326-9005

80 Dundas St., 1st Flr.
Box 5600, Terminal "A"
**London N6A 2P3**
519-679-7120

1730 Dundas St., 2nd Flr.
**London N5W 3E2**
519-452-3650

1131 Second Ave. E., Ste. 105
**Owen Sound N4K 5J1**
519-376-2236

145 Curtis St.
**St. Thomas N5P 3Z7**
519-631-3430

700 North Christina St.
**Sarnia N7V 3C2**
519-337-2365

100 Erie St.
**Stratford N5A 2M4**
519-271-5220

12 Colborne St. S.
P. O. Box 404
**Walkerton N0G 2V0**
519-881-0760

880 Ouellette Ave., Ste. 506
**Windsor N9A 1C7**
519-254-3291

40 Wellington St. N.
**Woodstock N4S 6P3**
519-539-8175

**EASTERN REGION**

*Regional Office*
1055 Princess St., Ste. 404
**Kingston K7L 1H3**
613-545-4580

**Institutions**

*Brockville Jail*
Court House Sq.
Box 285
**Brockville K6V 5V5**
613-342-1456

*Brookside Youth Centre*
390 King St.
Box 159
**Coburg K9A 4K6**
416-372-5451

*Cobourg Jail*
77 Albert St.
**Cobourg K9A 2P9**
416-372-2125

*Cornwall Jail*
7 Water St. W.
Box 1418
**Cornwall K6H 5V5**
613-932-5720

*Lindsay Jail*
50 Victoria Ave. N.
**Lindsay K9V 4G3**
705-324-3792

*L'Orignal Jail*
1023 Queen St.
Box 345
**L'Orignal K0B 1K0**
613-675-4644

*Millbrook Correctional Centre*
King St. W.
Box 300
**Millbrook L0A 1G0**
705-932-2624

*Ottawa-Carleton Detention Centre*
2244 Innes Rd.
**Ottawa K1B 4C4**
613-824-6080

*Pembroke Jail*
297 Pembroke St. E.
**Pembroke K8A 3K2**
613-735-0647

*Perth Jail*
62 Beckwith St.
Box 144
**Perth K7H 3E3**
613-267-4303

*Peterborough Jail*
Sheridan & Brock Sts.
Box 1480
**Peterborough K9J 7H7**
705-743-7331

*Quinte Detention Centre*
89 Richmond Blvd.
Postal Bag 3060
**Napanee K7R 3S1**
613-354-9701

*Rideau Correctional and Treatment Centre*
County Rd. 2
Box 100
**Burritts Rapids K0G 1B0**
613-269-4771

**Probation and Parole Offices**

1 Valleyview Dr.
Box 1852
**Bancroft K0L 1C0**
613-332-4040

180 Front St.
**Belleville K8N 2Y7**
613-968-5737

75 Water St. W.
**Brockville K6V 3L7**
613-345-3061

Victoria Hall
55 King St. W.
**Cobourg K9A 2M2**
416-372-8739

502 Pitt St., Rm. 201
**Cornwall K6J 3R5**
613-933-6335

165 Bay St.
P. O. Box 729B
**Embrun K0A 1W0**
613-443-2029

162 Division St.
**Kingston K7L 3M6**
613-548-6777

322 Kent St. W.
P. O. Box 7000
**Lindsay K9V 5E5**
705-324-5621

Counties Bldg., 2nd Flr.
59 Court St.
Box 309
**L'Orignal K0B 1K0**
613-675-4630

18 Market Sq.
**Napanee K7R 1J3**
613-354-2125

161 Elgin St., 3rd Flr.
**Ottawa K2P 2K1**
613-239-1119

1150 Morrison Dr., 1st Flr.
**Ottawa K2H 8S9**
613-820-9460

2244 Innes Rd.
**Gloucester K1B 4C4**
613-837-6586

100 Pembroke St. E.
**Pembroke K8A 8A3**
613-735-6809

223 Aylmer St. N., Ste. 2
**Peterborough K9J 3K3**
705-743-2661

c/o Prince Edward Corrections
Advisory Board
263 Main St.
**Picton K0K 2T0**
613-476-3033

Champlain St.
Box 149
**Plantagenet K0B 1L0**
613-673-5113

38 Walton St., Ste. 2
**Port Hope L1A 1N1**
416-885-4581

13 Russell St. E.
**Smiths Falls K7A 1E7**
613-283-5663

80 Division St., Ste. 10
**Trenton K8V 5S5**
613-392-6549

**NORTHERN REGION**

*Regional Office*
199 Larch St., 9th Flr.
**Sudbury P3E 5P9**
705-675-4321

**Institutions**

*Fort Frances Jail*
310 Nelson St.
Box 189
**Fort Frances P9A 3M6**
807-274-7708

*Haileybury Jail*
407 Main St.
Box 578
**Haileybury P0J 1K0**
705-672-3701

*Kenora Jail*
1430 River St.
**Kenora P9N 1K5**
807-468-3168

*Monteith Complex*
Junction Hwy. 11 & 577
Box 90
**Monteith P0K 1P0**
705-232-4092

*North Bay Jail*
2550 Trout Lake Rd.
Box 354
**North Bay P1B 7S7**
705-472-8115

*Parry Sound Jail*
91-A James St.
Box 166
**Parry Sound P2A 1T7**
705-746-6218

*Northern Treatment Centre*
800 Great Northern Rd.
P.O. Box 1510
**Sault Ste. Marie P6A 6N3**
705-946-0995

*Sault Ste. Marie Jail*
145 McNabb St.
Box 340
**Sault Ste. Marie P6A 5L8**
705-254-6817

*Cecil Facer Youth Centre*
Box 850, Station "B"
**Sudbury P3E 4S3**
705-522-1250

*Sudbury Jail*
181 Elm St. W.
**Sudbury P3C 1T8**
705-675-4150

*Thunder Bay Correctional Centre*
Hwy 61 S.
Box 1900, Station "F"
**Thunder Bay P7C 4Y4**
807-475-8401

*Thunder Bay Jail*
285 McDougall St.
Box 2806
**Thunder Bay P7B 5G3**
807-345-7364

**Probation and Parole Offices**

120 Marks St.
P. O. Box 988
**Atikokan P0T 1C0**
807-597-6212

19 Monck Rd., Ste. 202
P. O. Box 1872
**Bracebridge P0B 1C0**
705-645-8768

Birch & Lorne Sts.
Federal Bldg.
P. O. Box 419
**Chapleau P0M 1K0**
705-864-1230

District Court House
P. O. Box 1119
**Cochrane P0L 1C0**
705-272-4348

Ontario Government Bldg.
Government Rd., 1st Flr.
P. O. Box 787
**Dryden P8N 2Z4**
807-223-3356

16 Philip Walk
**Elliot Lake P5A 2S6**
705-848-7091

71 Centre St.
**Espanola P0P 1C0**
705-869-2882

340 Scott St.
**Fort Frances P9A 1G9**
807-274-7743

305 Main St.
P. O. Box 1119
**Geraldton P0T 1M0**
807-854-1774

District Court House
P. O. Box 624
**Haileybury P0J 1K0**
705-672-3397

P. O. Box 2349
**Hearst P0L 1N0**
705-362-7770

36 Chaffey St.
P. O. Box 1612
**Huntsville P0A 1K0**
705-789-4467

311 Ambridge Dr.
P. O. Box 908
**Iroquois Falls P0K 1G0**
705-232-5111

46 Queen St.
P. O. Box 295
**Kapuskasing P5N 2Y4**
705-335-6116

136 Main St. S., 2nd Flr.
**Kenora P9N 1S9**
807-468-3340

6 Tweedsmuir Ave., 3rd Flr.
**Kirkland Lake P2N 1H9**
705-567-9396

1 Arthur St.
P. O. Box 189
**Manitowaning P0P 1N0**
705-859-3184

P. O. Box 487
**Moosonee P0L 1Y0**
705-336-2270

16 Front St.
P. O. Box 759
**Nipigon P0T 2J0**
807-887-2125

581 Fraser St.
**North Bay P1B 3X3**
705-474-4170

72 Church St.
**Parry Sound P2A 1Y9**
705-746-5809

P. O. Box 845
**Red Lake P0V 2M0**
807-727-2846

477 Queen St. E.
P. O. Box 115
**Sault Ste. Marie P6A 5L2**
705-253-1182

199 Larch St., 4th Flr.
**Sudbury P3E 5P9**
705-675-4314

217 Holditch St.
P. O. Box 338
**Sturgeon Falls P0H 2G0**
705-753-1282

107 Johnson Ave., 2nd Flr.
**Thunder Bay P7B 2V9**
807-344-5816

106 North Cumberland St., 2nd Flr.
**Thunder Bay P7A 4M2**
807-345-3309

101 Mall, Ste. 139
38 Pine St. N.
**Timmins P4N 6K6**
705-264-5218

YOUTH SERVICES UNIT CORRECTIONS 14
456 Ferguson St.
North Bay P1B 1X4
705-494-4120

The Youth Services Unit develops and implements young offender policy; represents the Ministry of Correctional Services in conjunction with other branches at federal, provincial, and interprovincial young offender forums; provides support pertaining to young offender issues. The unit will be moving to 200 First Ave., W., North Bay P1B 9M3 towards the end of 1990.

OFFENDER PROGRAMMING BRANCH CORRECTIONS 15
178 Main St., W.
North Bay P1B 2T6
705-494-4150

The branch coordinates and provides consultation and support services for program development and implementation within **correctional institutions**. Activities are monitored in the following areas: medical, nursing, psychology, psychiatry, psychometry, social work, dentistry, pharmacy, recreation, food services, industries, self sufficiency, energy management, education, volunteers, chaplaincy, library, inmate and young offender classification and transfer, and various other institutional policies, procedures and programs.

Clients include **inmates** of the Ministry's correctional institutions and young offender secure custody and detention facilities.

The branch's three operational sections are listed under the Operations Division entry and include: Clinical Services; Program Development; and Operational Policy Development. The branch will be moving to 200 First Ave., W., North Bay P1B 9M3 towards the end of 1990.

OFFENDER PROGRAMMING BRANCH CORRECTIONS 16
CLINICAL SERVICES
178 Main St., W.
North Bay P1B 2T6
705-494-4153/5

Clinical Services ensures that all necessary **health** and medical care services are available for persons placed in the care of the Ministry.

The **Psychiatric** Services component provides assessment and treatment of **offenders** who suffer from mental illnesses. Clinical Services will be moving to 200 First Ave., W., North Bay P1B 9M3 towards the end of 1990.

The division's five regional offices are listed under the Operations Division entry.

OFFENDER PROGRAMMING BRANCH CORRECTIONS 17
CLINICAL SERVICES
NURSING SERVICES
178 Main St., W.
North Bay P1B 2T6
705-494-4156

This section provides **nursing** service to all **correctional institutions** in conjunction with the attending physician and other health care professionals. Nurses act as the coordinators of the health care delivery system in the institutions. The section will be moving to 200 First Ave., W., North Bay P1B 9M3 towards the end of 1990.

The division's five regional offices are listed under the Operations Division entry.

OFFENDER PROGRAMMING BRANCH CORRECTIONS 18
CLINICAL SERVICES
DENTISTRY SERVICES
178 Main St., W.
North Bay P1B 2T6
705-494-4152

Emergency and essential dental treatment is provided for all **offenders** in **correctional institutions**. The office will be moving to 200 First Ave., W., North Bay P1B 9M3 towards the end of 1990.

The division's five regional offices are listed under the Operations Division entry.

OFFENDER PROGRAMMING BRANCH CORRECTIONS 19
CLINICAL SERVICES
PHARMACY SERVICES
178 Main St., W.
North Bay P1B 2T6
705-494-4152

Pharmacy Services ensures that **pharmaceutical** products are safely and properly maintained, and available upon prescription to persons in **correctional institutions** under the Ministry's supervision. This office will be moving to 200 First Ave., W., North Bay P1B 9M3 towards the end of 1990.

The division's five regional offices are listed under the Operations Division entry.

OFFENDER PROGRAMMING BRANCH CORRECTIONS 20
CLINICAL SERVICES
FOOD SERVICES
178 Main St., W.
North Bay P1B 2T6
705-494-4154

Food Services provides a nutritionally adequate diet for **offenders** in all **correctional institutions**. Special diets for the treatment of illness and for the observance of religious dietary practices are available. Training in food service operation is also offered to inmates. Food Services will be moving to 200 First Ave., W., North Bay P1B 9M3 towards the end of 1990.

The division's five regional offices are listed under the Operations Division entry.

OFFENDER PROGRAMMING BRANCH CORRECTIONS 21
CLINICAL SERVICES
SOCIAL WORK SERVICES
178 Main St., W.
North Bay P1B 2T6
705-494-4158

Social Work Services provide professional coordination and supervision for social service workers involved in **offender** classification and assessment, individual and group counselling, and discharge planning. This office will be moving to 200 First Ave., W., North Bay P1B 9M3 towards the end of 1990.

OFFENDER PROGRAMMING BRANCH CORRECTIONS 22
CLINICAL SERVICES
PSYCHOLOGICAL SERVICES
178 Main St., W.
North Bay P1B 2T6
705-494-4159

Psychological Services are responsible for coordinating and supervising the psychological and psychometric services, institutional and community programs across the province. This office will be moving to 200 First Ave., W., North Bay P1B 9M3 towards the end of 1990.

OFFENDER PROGRAMMING BRANCH CORRECTIONS 23
PROGRAM DEVELOPMENT
VOLUNTEER SERVICES
178 Main St., W.
North Bay P1B 2T6
705-494-4171

Volunteer Services is a resource for the Ministry's volunteer coordinators across the province who recruit, screen, train and supervise **volunteers** involved in correctional programs. Opportunities for volunteer participation exist in all geographic areas of the province. This office will be moving to 200 First Ave., W., North Bay P1B 9M3 towards the end of 1990.

OFFENDER PROGRAMMING BRANCH CORRECTIONS 24
PROGRAM DEVELOPMENT
OFFENDER EDUCATION AND TRAINING UNIT
178 Main St., W.
North Bay P1B 2T6
705-494-4169

Educational programming for **inmates** in **correctional institutions** includes academic, technical, vocational and life skills courses. Basic reading and mathematics are provided, and **apprenticeship** and secondary school credits can be earned.

Boards of Education have been engaged to provide programming for **young offenders** aged 16 and 17 years who are the responsibility of the Ministry. The Boards also operate adult basic **education** activities (i.e., literacy and numeracy) in many jail and detention centre sites. This unit will be moving to 200 First Ave., W., North Bay P1B 9M3 towards the end of 1990.

The division's five regional offices and the correctional institutions in each region are listed under the Operations Division entry.

OFFENDER PROGRAMMING BRANCH CORRECTIONS 25
PROGRAM DEVELOPMENT
INDUSTRIAL PROGRAMMING UNIT
178 Main St., W.
North Bay P1B 2T6
705-494-4173

Institutional industries provide work and on-the-job training for **inmates** in correctional centres. The manufactured products are used in **correctional institutions**, and are also sold to other ministries or governments. This unit will be moving to 200 First Ave., W., North Bay P1B 9M3 towards the end of 1990.

The division's five regional offices are listed under the Operations Division entry.

OFFENDER PROGRAMMING BRANCH CORRECTIONS 26
PROGRAM DEVELOPMENT
INDUSTRIAL PROGRAMMING UNIT
SELF-SUFFICIENCY PROGRAM
178 Main St., W.
North Bay P1B 2T6
705-494-4173

The Self-Sufficiency Program is responsible for projects in which **inmates** help produce **food** and other items to supply their own needs. This office will be moving to 200 First Ave., W., North Bay P1B 9M3 towards the end of 1990.

The division's five regional offices are listed under the Operations Division entry.

OFFENDER PROGRAMMING BRANCH CORRECTIONS 27
PROGRAM DEVELOPMENT
LIBRARY SERVICES UNIT
178 Main St., W.
North Bay P1B 2T6
705-494-4175

This unit provides **library** services to **inmates** and staff throughout the Ministry. The library operates the Ministry **reading room** which offers public access to Ministry publications, statutes, some manuals and internal procedures used by the Ministry, and a core collection of books dealing with criminology, correctional institutions, law and law enforcement, psychology, sociology and education. The library also houses periodicals and government documents. Reference services are offered to the public. Online searching and interlibrary loan services are available to staff. This unit will be moving to 200 First Ave., W., North Bay P1B 9M3 towards the end of 1990.

The division's five regional offices are listed under the Operations Division entry.

OFFENDER PROGRAMMING BRANCH CORRECTIONS 28
OFFENDER CLASSIFICATION AND TRANSFER
185 Judson St., Bldg. "A"
Toronto M8Z 1A5
416-255-1388

This section is responsible for standards development and review, institutional procedures, direct service, and advice and consultation relating to offender classification and transfer. The section also coordinates the exchange of **offenders** with other jurisdictions.

COMMUNITY CORRECTIONS BRANCH CORRECTIONS 29
456 Ferguson St.
North Bay P1B 1X4
705-494-4100

The branch coordinates and counsels field personnel on the development and implementation of community corrections programs for **adults** and **young offenders**. This includes the design and development of policies, standards and procedures for the programs.

The office also provides ongoing practical support and response services on corporate issues relating to community corrections. It coordinates the delivery of Native services, multicul-

tural programs and family violence initiatives. This branch will be moving to 200 First Ave., W., North Bay P1B 9M3 towards the end of 1990.

COMMUNITY CORRECTIONS BRANCH — CORRECTIONS 30
PROBATION AND COMMUNITY SERVICES SECTION
456 Ferguson St.
North Bay P1B 1X4
705-494-4100

The Probation and Community Services Section is responsible for the following programs: Probation, Parole, Alternative Measures, **Bail** Verification/Supervision, Community Service Orders (CSO), Drug/Alcohol, Driving While Impaired, Employment, Fine Option, Life Skills, Shoplifting Treatment, Multiculturalism, Native Service, Restitution, Victim Offender Reconciliation (VORP), and New Community Corrections Initiatives. This section will be moving to 200 First Ave., W., North Bay P1B 9M3 towards the end of 1990.

COMMUNITY CORRECTIONS BRANCH — CORRECTIONS 31
RESIDENTIAL SERVICES SECTION
456 Ferguson St.
North Bay P1B 1X4
705-494-4100

The Residential Services Section is responsible for the following programs: Community Residential Agreements (CRAs); Community Residential Centres (Adult CRCs); Open Custody Detention Residences (Young Offenders); Family Violence Initiatives; Supportive Community Living; Band and Family Assisted Beds; Residential Standards, Policies and Procedures; Grants; and New Community Residential Initiatives. This section will be moving to 200 First Ave., W., North Bay P1B 9M3 towards the end of 1990.

**AGENCIES**

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). An agency of the Ministry of Correctional Services is listed below.

ONTARIO BOARD OF PAROLE — CORRECTIONS 32
2195 Yonge St., Ste. 201
Toronto M4S 2B1
416-963-0368

The Ontario Board of **Parole** has jurisdiction over all offenders who are serving sentences of two years less a day in provincial institutions.

The Chair, Ontario Board of Parole, is responsible for the overall administration of the Board. An Executive Vice Chairman and five Regional Vice Chairmen are responsible to the Chair for all Board decisions and for the total operation of the regions.

*Ontario Board of Parole*
*Chair's Office*
2195 Yonge St., Ste. 201
**Toronto M4S 2B1**
416-963-0368

*Ontario Board of Parole*
*Central Region*
2195 Yonge St., Ste. 204
**Toronto M4S 2B1**
416-963-0880

*Ontario Board of Parole*
*West Central Region*
35 Crawford Cres., Block D, Ste. 5
**Campbellville L0P 1B0**
416-854-2211

*Ontario Parole Board*
*Eastern Region*
1055 Princess St., Ste. 307
**Kingston K7L 1H3**
613-545-4470

*Ontario Board of Parole*
*Western Region*
785 York Rd.
P. O. Box 1716
**Guelph N1H 6Z9**
519-822-0482

*Ontario Board of Parole*
*Northern Region*
128 Larch St., Ste. 502
**Sudbury P3E 5J8**
705-675-4227

**ACTS**

ACTS CORRECTIONS 33

The Ministry of Correctional Services is responsible for the Act, as amended, listed below.

Ministry of Correctional Services Act

# MINISTRY OF CULTURE AND COMMUNICATIONS

**77 Bloor St. W.**
**Toronto M7A 2R9**

The Ministry of Culture and Communications was established in 1987 following a reorganization of the former ministries of Citizenship and Culture, and Transportation and Communications.

It encourages individual and community excellence in creative pursuits, research and development, and commercial enterprises. The Ministry provides a wide variety of endeavours to stimulate cultural expression and preservation.

The Ministry assists and supports the arts in all their varied forms with artistic decisions removed from the political process. It allocates funds to the Ontario Arts Council and grants to galleries and art service organizations.

Provincial cultural agencies and institutions receiving Ministry support include the Art Gallery of Ontario, CJRT-FM, the McMichael Canadian Collection, the Ontario Arts Council, the Ontario Film Development Corporation, the Ontario Heritage Foundation, the Ontario Science Centre, the Royal Botanical Gardens, the Royal Ontario Museum, Science North and TVOntario.

To strengthen the development of Canadian culture, the Ministry is developing comprehensive support for cultural industries.

The Ministry supplies financial and technical assistance to sustain heritage enthusiasm in Ontario communities. It also offers staff support for the programs of the Ontario Heritage Foundation, the provincial agency that offers leadership in the preservation and promotion of heritage resources. The Archives of Ontario preserves Ontario's documentary heritage.

The Ministry provides operating and project funds to help public libraries across Ontario extend free access to a variety of knowledge and information resources.

Ministry-funded community information centres provide personal information counselling to expedite access to public and volunteer services at the local level.

The Ministry develops and recommends broadcasting, cable and telecommunications policies to influence federal policy with the Canadian Radio-television and Telecommunications Commission (CRTC). It promotes an efficient and effective communications network, access to telecommunications services at reasonable rates and economic growth in the telecommunications field. It has policy responsibility for the independent telephone systems in Ontario.

A network of 12 field offices assists in the delivery of the Ministry's programs, resources and services across the province.

## CORPORATE SERVICES DIVISION

FRENCH LANGUAGE SERVICES MCC 1
77 Bloor St. W., 6th Flr.
Toronto M7A 2R9
416-965-2506

This office coordinates implementation of the government's French Language Services Act, 1986, within the Ministry of Culture and Communications, the Ministry of Citizenship and their agencies.

It serves as a link between the francophone community and the ministries. The office of the coordinator also advises the ministries on ways to meet the needs of Ontario's francophone population.

MARKETING AND INFORMATION SERVICES BRANCH MCC 2
77 Bloor St. W., 10th Flr.
Toronto M7A 2R9
416-965-0615
Fax 416-965-8622

The Marketing and Information Services Branch provides communications services and information in English and French to the Ministry of Culture and Communications and the Ministry of Citizenship. It establishes the ministries' communications policies and advises branches on communications strategies. The branch also provides consultative and developmental services to senior ministry staff regarding communications planning and production of communications materials. Activities include media liaison; event coordination; answering public inquiries; production and distribution of publications, news releases, speeches and audio-visual materials; special promotions and marketing assistance to the ministries' agencies and client groups. The Media Production Unit reports to the Marketing and Information Services Branch and is described individually.

MARKETING AND INFORMATION SERVICES BRANCH MCC 3
MEDIA PRODUCTION UNIT
77 Bloor St. W., 10th Flr.
Toronto M7A 2R9
416-965-6761

The Media Production Unit prepares copy for typesetting, creates design and camera-ready art for ministries' publications and audio-visual materials and arranges for their production. It also monitors the ministries' material to ensure consistency of style and quality.

LEGAL SERVICES BRANCH MCC 4
77 Bloor St. W., 2nd Flr.
Toronto M7A 2R9
416-965-5793

The branch provides legal services such as advice, contract preparation, and handling of real estate transactions for the Ministry of Culture and Communications, Ministry of Citizenship and their agencies. It counsels the ministries, interprets statutes and regulations, and prepares and reviews proposed legislation, regulations and other legal documents.

INFORMATION TECHNOLOGY AND ADMINISTRATIVE SERVICES BRANCH MCC 5
77 Bloor St. W., 4h Flr.
Toronto M7A 2R9
416-965-8092

The Information Technology Section (965-0665) is responsible for systems technology planning and development, network operations, systems production and maintenance support, end user and client support throughout the Ministry of Culture and Communications and Ministry of Citizenship.

The Administrative Services Section (965-8092) is responsible for providing administrative services to the Ministry of Culture and Communication and the Ministry of Citizenship in the areas of facilities management, vehicle fleet management, supply management, printing, mail and transportation services, assets management, forms and records management, and **Freedom of Information** and Privacy. This section has a Resource Centre which maintains an up-to-date collection of books, pamphlets, **films**, video **tapes** and audio visual equipment. The Resource Centre operates the Ministry **reading room** which provides public access to the ministries' publications, statutes, regulations, manuals and internal procedures.

HUMAN RESOURCES BRANCH MCC 6
77 Bloor St. W., 3rd Flr.
Toronto M7A 2R9
416-965-0225
Fax 416-963-1132

The Human Resources Branch performs personnel functions for the Ministry of Culture and Communications and the Ministry of Citizenship, working mainly in an advisory capacity with line managers. The branch is responsible for human resource policies and procedures, an **Employment Equity Program**, occupational health and safety, establishment of employee classification and compensation levels, staff recruitment, human resource planning, training and development, employee counselling, investigation of employee grievances and all matters affecting working conditions and performance. The branch also maintains the personnel, payroll and employee benefit records.

FINANCE BRANCH MCC 7
77 Bloor St. W., 4th Flr.
Toronto M7A 2R9
416-965-3649

The Finance Branch provides the Ministry of Culture and Communications and the Ministry of Citizenship with financial management and accounting services. Branch functions include: supporting program managers in budget preparation, financial analysis, management by results and program evaluation; liaising with central agencies, other ministries and the Provincial Auditor; processing all financial transactions and relevant statistical data, including the pre-audit and recording of all expenditures and revenues; preparing financial reports for management information. The branch establishes the ministries' accounting and financial policy.

INTERNAL AUDIT BRANCH MCC 8
101 Bloor St. W., 4th Flr.
Toronto M7A 2R9
416-965-1675

The Internal Audit Branch carries out an independent and objective review and evaluation of financial and management systems and controls. This assists the Deputy Ministers and management of the Ministry of Culture and Communications and the Ministry of Citizenship in effectively discharging their responsibilities.

## CULTURE DIVISION

CULTURAL INDUSTRIES AND AGENCIES BRANCH MCC 9
BOOK PUBLISHING PROGRAM
77 Bloor St. W., 6th Flr.
Toronto M7A 2R9
416-965-6487
Fax 416-324-3448

The Cultural Industries and Agencies Branch is composed of two sections: the Cultural Agencies Section and the Cultural Industries Section. The branch manages the **Canada-Ontario Cultural Development Program** (ERDA).

The Cultural Agencies Section is responsible for fiscal, policy and program liaison with the cultural agencies and institutions.

The Cultural Industries Section is concerned with the development of policies and support programs that will encourage the continued growth and financial stability of Ontario's cultural industries.

The Ontario **Book Publishers Assistance Program** is administered jointly by the **Ontario Development Corporation** and the Cultural Industries and Agencies Branch, and is designed to support the production and sale of Canadian authored **books** and increase the market share of Canadian-owned **publishing** companies.

ARTS BRANCH MCC 10
77 Bloor St. W., 3rd Flr.
Toronto M7A 2R9
416-965-6256

The Arts Branch develops policies and programs to encourage excellence in the **arts** and wider participation in arts activities; provides operating **grants** to provincial arts service organizations, and certain arts training institutions; and coordinates the Ministry of Culture and Communications **Project Grants (Arts)**. The Arts Abroad and Ontario-Quebec Commission for Cooperation programs are described separately. For information, contact the main office or field offices listed under Field Services, Ministry of Culture and Communications.

ARTS BRANCH MCC 11
ARTS ABROAD
77 Bloor St. W., 3rd Flr.
Toronto M7A 2R9
416-965-6509

This office provides information and/or **grants** to cultural organizations involved in interprovincial or international **cultural exchanges**. Criteria for assessment include **artistic** excellence, geographic region involved, venues, public accessibility and financial stability of the project. The level of funding will be determined on a competitive, juried basis. A variety of cultural exchanges between Ontario and Quebec are assisted under the auspices of the **Ontario-Quebec Commission for Cooperation**. Information and/or support may be provided to cultural exchange projects involving the province of Jiangsu, the People's Republic of China, under the auspices of the **Ontario-Jiangsu Cultural Exchange Agreement.**

LIBRARIES AND COMMUNITY INFORMATION BRANCH
PUBLIC LIBRARY SERVICE UNIT
77 Bloor St. W., 3rd Flr.
Toronto M7A 2R9
416-965-2696

MCC 12

The Public Library Service Unit administers the Public Libraries Act, 1984. This unit provides assistance to library boards, **municipalities** and to **Indian Band Councils** in the establishment, organization and management of county libraries, **public libraries** and Ontario Library Services areas. It also supports library boards in the development and delivery of **french-language, native** and **multicultural** library and literacy services and resources for **children, young people, seniors** and the **disabled**. The **Writers-in-Libraries Program** and the **Trillium Book Award**/Prix Trillium are administered by this unit. It also encourages library use throughout Ontario; develops and analyzes policy proposals with reference to library operations and their funding; and develops and implements policy decisions.

LIBRARIES AND COMMUNITY INFORMATION BRANCH
ONTARIO LIBRARY SERVICE UNIT
77 Bloor St. W., 3rd Flr.
Toronto M7A 2R9
416-965-2696

MCC 13

The Ontario Library Service Unit is responsible for delivering programs and services, on behalf of the Ministry, to the Ontario Library Service areas established under the Public Libraries Act, 1984.

LIBRARIES AND COMMUNITY INFORMATION BRANCH
TECHNICAL DEVELOPMENT UNIT
77 Bloor St. W., 3rd Flr.
Toronto M7A 2R9
416-965-2696
Fax 416-965-5883

MCC 14

The Technical Development Unit offers a range of advisory services in the use of **computers** and **telecommunications** to facilitate communication and cooperation between **libraries**. It participates in library planning activities, prepares feasibility studies, evaluates computer-based systems and provides consultative and financial services in areas of automation, networking and technology. The unit supports **OPLIN**, the **Ontario Public Library Information Network**.

LIBRARIES AND COMMUNITY INFORMATION BRANCH
PLANNING EVALUATION AND GRANTS ADMINISTRATION UNIT
77 Bloor St. W., 3rd Flr.
Toronto M7A 2R9
416-965-2696

MCC 15

The Planning Evaluation and Grants Administration Unit is responsible for the delivery of the following programs: Community Information Services, Community Facilities Improve-

ment Program (CFIP), Community Project Grants and **Per Household Grants** which provides the annual operating funds to public libraries.

The Community Information Services program provides operating **grants** to eligible community information centres (**CICs**).

The Community Facilities Improvement Program (CFIP) is a capital funding program enabling communities to develop facilities for the delivery of efficient public library and community information services.

**Community Project Grants** support library boards and community information centres in the delivery of special library and CIC programs.

HERITAGE BRANCH MCC 16
77 Bloor St. W., 2nd Flr.
Toronto M7A 2R9

The Heritage Branch is comprised of three sections which are described individually: Heritage Programs (965-4021); Financial Services and Policy Development (965-8874); and Heritage Administration (965-5727). For information, contact the sections or regional offices listed under Field Services, Ministry of Culture and Communications, or the Archaeological Field Offices.

HERITAGE BRANCH MCC 17
HERITAGE PROGRAMS SECTION
77 Bloor St. W., 2nd Flr.
Toronto M7A 2R9
416-965-4021

The Heritage Programs Section endeavours to increase public participation in the development of Ontario's heritage resources. It administers the **Ontario Heritage Foundation (OHF), grants** and initiatives, provides financial assistance and consultative services to provincial heritage organizations and assists with local/regional historical projects, museum development, **architectural conservation**, **archaeological** research and natural **heritage** preservation. The section is comprised of five units.

The Community Museums and Heritage Organizations Unit (965-3937) provides financial support and professional advice to community historical groups and **museums**. It also offers an artifact **conservation** service for museum collections; liaises with the federal government regarding granting/assistance programs for the museum community; and provides professional advice to individuals, special interest groups and educators on museological matters.

The Historical Resources Unit (965-4021) provides financial support and professional advice to individuals, and local, regional and provincial historical organizations. It liaises with and provides operating support to the Ontario Historical Studies Series and the Multicultural History Society of Ontario. The unit also provides staff support to The Ontario Heritage Foundation for the administration of its research, publication and festival granting programs; operation of the provincial **historical plaquing** program; and the implementation of special historical initiatives.

The Architectural Conservation Unit (965-4961) advises other provincial government ministries, municipalities, **Local Architectural Conservation Advisory Committees (LACACs)**, other heritage organizations, and the private sector on heritage conservation and planning, and provides technical assistance and advice on conservation practices and techniques. The unit also administers and advises the Ontario Heritage Foundation on its architectural

conservation grants, and administers the Ministry's **Preserving Ontario's Architecture Program, Ontario Heritage Properties Program** and **Ontario Heritage Bridge Program**.

The Archaeology Unit (965-4490) assists communities and groups in identifying, conserving and managing marine and land-based archaeological resources. The unit provides both technical and **financial assistance** for archaeological masterplans and projects that encourage education and training in archaeological resource conservation.

The Natural Heritage Unit (965-8199) assists and facilitates the protection of natural heritage areas through partnerships with other public and private agencies and individuals. Private stewardship of natural features is encouraged as an alternative to public acquisition. The unit offers OHF grants and loans for projects involving the identification, protection and management of natural areas.

HERITAGE BRANCH MCC 18
FINANCIAL SERVICES AND POLICY
DEVELOPMENT SECTION
77 Bloor St. W., 2nd Flr.
Toronto M7A 2R9
416-965-8874

The Financial Services and Policy Development Section serves the branch and the Ontario Heritage Foundation. The section is responsible for financial planning, budgeting, and reporting, as well as coordination, review, and analysis of policy/legislation related to the mandate, objectives and activities of both the Heritage Branch and the Ontario Heritage Foundation. The section also manages the Foundation's financial and computerized accounting systems, including accounts payable and payroll.

HERITAGE BRANCH MCC 19
HERITAGE ADMINISTRATION SECTION
77 Bloor St. W., 2nd Flr.
Toronto M7A 2R9
416-965-5727
Fax 416-965-4315

This section provides administrative and technical services to the branch and the **Ontario Heritage Foundation.** The Ontario Heritage Foundation seeks to preserve, protect and promote cultural, historical and natural heritage in Ontario for the enjoyment and benefit of present and future generations. Section staff support the Foundation by reviewing and planning for properties offered for Foundation ownership; restoring, managing, promoting and educating the public about the heritage sites owned by the Foundation, including the **Elgin/Winter Garden Theatre** complex; managing owned natural heritage properties; providing collection management and custodial arrangements for the display of cultural property (art and artifacts); negotiating and monitoring heritage **easement** agreements and administering the Foundation's Niagara Escarpment Program. The **Niagara Escarpment Plan** involves inter-ministry coordination and cooperation in the delivery of a 10-year program of land acquisition and public education.

FIELD SERVICES MCC 20
77 Bloor St. W., 3rd Flr.
Toronto M7A 2R9
416-965-9128

Staff of Field Services offices throughout the province encourage and develop increased opportunities for public involvement in **cultural** activities for Ontarians. Consultants work

with municipalities, community groups and organizations to identify and provide access to appropriate resources. Functions of Field Services include provision of information and delivery of the Ministry of Culture and Communications programs and services at the community and regional levels.

Field Services also collects and assesses data, clarifies issues and provides innovative and effective program strategies to ensure relevancy of the Ministry's programs, in cooperation with the Ministry's program divisions.

Consultants administer the Ministry's **grants** to groups and organizations for community projects, the **Community Facilities Improvement Program, heritage** and **historical** programs, public **libraries, museums**, leadership, **volunteer** and organization development programs, community information centres, **youth employment** program, special projects and community **arts** development (Ontario Arts Council).

Field Services Consultants can be reached at the following offices:

**CENTRAL REGION**

*Regional Office*
10 St. Mary St., 2nd Flr.
**Toronto M7A 2R9**
416-965-6597

114 Worsley St.
**Barrie L4M 1M1**
705-737-0543
If long distance dial
1-800-461-4308

**EASTERN REGION**

*Regional Office*
1 Nicholas St., Rm. 612
**Ottawa K1N 7B7**
613-566-3728
Fax 613-566-2703
If long distance dial
1-800-267-1910

280 Pinnacle St., Ste. 3
**Belleville K8N 3B1**
613-968-3474
Fax 613-968-6690
If long distance dial
1-800-267-0573

**NORTHERN REGION**

*Regional Office*
10 Elm St. E., 4th Flr.
**Sudbury P3C 5N3**
705-675-4383
Fax 705-675-7735
If long distance dial
1-800-461-4025

Ontario Government Bldg.
1825 Arthur St. E.
**Thunder Bay P7E 5N7**
807-475-1348
If long distance dial
1-800-465-6856

22 Wilcox St., 2nd Flr.
**Timmins P4N 3K6**
705-267-8018
If long distance ask
Operator for Zenith 98991

**WESTERN REGION**

*Regional Office*
119 King St. W., 8th Flr.
Box 2112
**Hamilton L8N 3Z9**
416-521-7229
Fax 416-521-7613
If long distance dial
1-800-263-8514

30 Duke St. W., 4th Flr.
**Kitchener N2H 3W5**
519-578-8200
If long distance dial
1-800-265-2189

255 Dufferin Ave., 6th Flr.
**London N6A 5K6**
519-679-7146
If long distance dial
1-800-265-4731

15 Church St., Ste. 406
**St. Catharines L2R 3B5**
416-685-7397
Fax 416-684-9855
If long distance dial
1-800-263-5411

221 Mill St., 6th Flr.
**Windsor N9C 2R1**
519-256-5486
If long distance dial
1-800-265-5668

FIELD SERVICES TECHNICAL UNIT — MCC 21
77 Bloor St. W., 3rd Flr.
Toronto M7A 2R9
416-965-0322

The Technical Unit provides consultation on planning studies and technical advice to the Ministry of Culture and Communications and the Ministry of Citizenship consultants and clients (municipalities and incorporated non-profit organizations and community groups) on the development and operation of **cultural** and **multicultural** facilities. It reviews construction management of capital projects in the Ministries' agencies and major grant recipients. The unit also offers publications and training workshops on planning and design issues.

For information about the ministries' programs and services, contact field offices listed under Field Services, Ministry of Culture and Communications.

ARCHIVES OF ONTARIO — MCC 22
77 Grenville St.
Toronto M7A 2R9
416-965-4039
Fax 416-324-3600
Toll-free 1-800-668-9933

The Archives of Ontario, which administers the Archives Act, acquires significant unpublished **documents** to preserve Ontario's **historical heritage** and to retain information of long-term operational value to government ministries. It obtains important non-current records from Ontario government agencies through statutory schedules, and important historical **manuscripts, maps, pictures**, **photographs**, early **newspapers, audio-visual** archives, etc., from other sources through donation or purchase. The Archives of Ontario maintains a conservation **laboratory** for document restoration of Archives' holdings and operates a **library** (965-4039) and public **reading room** for historical, administrative, legal or other **research**. It welcomes information on the location of historical material. The Archives has published A **Guide to the Holdings of the Archives of Ontario**, 2 vols. (1986). General information brochures are available. Written inquiries on historical topics are answered

subject to staff time. The Public Service Unit offers tours, speakers, and travelling displays to historical, heritage and educational organizations.

The Archives is also responsible for management of the recorded information of the Government of Ontario. Its staff offer advice and assistance to ministries and government agencies on cost-efficient **records management**, including **forms control, microrecording**, correspondence and reports. Regular records management training courses are suspended for 1990-91 only, pending new staffing and redesign of the curriculum.

## COMMUNICATIONS DIVISION

COMMUNICATIONS DIVISION MCC 23
77 Bloor St. W., 6th Flr.
Toronto M7A 2R9
416-326-9600
Fax 416-326-9654

The Communications Division provides policy, operational and technical advice on issues affecting Ontario consumers, suppliers and manufacturers of telecommunications, broadcasting, cable systems and services. Activities include policy development, representations/interventions before the federal government and CRTC, research, technology assessments, and industry and federal-provincial liaison on **communications** matters. Division **publications** include Communications Ontario, the Ontario Communications Handbook and a wide range of technical reports on communications matters.

OPERATIONS AND TECHNOLOGY OFFICE MCC 24
77 Bloor St. W., 20th Flr.
Toronto M7A 2R9
416-326-9607

This office improves **communications** service by promoting the application of new **technology** in telecommunications, transportation and other sectors, both public and private, through operational and technical assessments, advice and/or demonstration projects.

BROADCASTING AND CABLE BRANCH MCC 25
77 Bloor St. W., 20th Flr.
Toronto M7A 2R9
416-326-9647

The Broadcasting and Cable Branch actively promotes policies, positions and activities relating to the broadcasting and cable interests of Ontario's residents and industries, through **research**, investigations and presentations to the Canadian Radio-Television and Telecommunications Commission (CRTC) and the federal government. The branch also fosters economic growth in broadcasting, cable and related industries.

The Cable Office (326-9636) represents Ontario's interests concerning cable **television** services and other non-broadcast delivery **technologies**. The office identifies and evaluates regulatory issues, and develops and recommends policies and positions to the CRTC and the federal government.

The Broadcasting Office (326-9643) represents the interests of Ontario in **broadcasting** by examining regulatory issues and recommending policies and positions to the CRTC and the federal government.

TELECOMMUNICATIONS BRANCH MCC 26
77 Bloor St. W., 20th Flr.
Toronto M7A-2R9
416-326-9629

This branch promotes policies, positions and activities relating to the **telecommunications** interests of Ontario's residents and industries through **research** and presentations to the **Canadian Radio-Television and Telecommunications Commission (CRTC)** and the federal government. The branch also encourages economic growth in the telecommunications sector.

The Telecommunications Policy Office (326-9613) makes recommendations on telecommunications policies and positions, including representations to the federal Department of Communications (DOC) to influence federal policy. The office also advises the Lieutenant Governor-in-Council on policy direction for the **Ontario Telephone Service Commission (OTSC)**.

The Regulatory Matters Office (326-9619) identifies and evaluates telecommunications regulatory issues. It makes recommendations to the CRTC to promote access to services at reasonable rates and provide efficient communications networks and economic growth.

The Telecommunications Industry Development Office (326-9625) provides industry analysis in the telecommunications sector to the Ministry, and assists with the economic growth of **industry**.

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). The Ministry of Culture and Communications agencies are listed below. For information, contact the appropriate agency at the telephone number listed.

ART GALLERY OF ONTARIO MCC 27
317 Dundas St. W.
Toronto M5T 1G4
416-977-0414
Fax 416-979-6646

The Art Gallery of Ontario has a permanent collection of over 10,000 works representing Canadian and international historical, modern and contemporary **art**, including the largest international public collection of works by Henry Moore. Visitors may also **tour** The **Grange**, a restored historic house adjoining the Gallery. The AGO offers a variety of activities such as tours, lectures, performances, **films**, as well as educational programs for all ages. The Gallery operates an extensive outreach program of travelling **exhibitions**, artists' workshops and **speakers' service** to communities throughout Ontario and Canada. Other services provided by the AGO include art rental and sales, **book** shop, **audio-visual** centre, art reference **library**, restaurant and gift shop. The AGO is open daily from Victoria Day to Labour Day, and Tuesday through Sunday during the fall and winter months. Free general admission on Wednesdays from 5:30-9:00 pm. Free admission for Seniors on Fridays. The Gallery is accessible to wheelchairs.

CJRT-FM INC. MCC 28
297 Victoria St.
Toronto M5B 1W1
416-595-0404
Fax 416-595-9413

CJRT-FM provides a listener supported, non-commercial educational and cultural radio broadcast service for Ontario. It broadcasts 19 hours a day, seven days a week and has an average weekly audience of 200,000. Programming focusses on classical, jazz, and folk **music** and a number of innovative information and participation programs on the **arts**. CJRT-FM also offers credit courses through its Open **College** program that attracts over 50,000 listeners per week.

Through a cooperative arrangement with TVOntario to broadcast via the Anik-C satellite and through distribution agreements with many local cable companies, CJRT is expanding its broadcasting radius throughout Ontario.

CONSERVATION REVIEW BOARD MCC 29
77 Bloor St. W., 2nd Flr.
Toronto M7A 2R9
416-965-4961

The Conservation Review Board holds hearings, at the request of a municipality, if owners object to municipal designation of property for **historical** or **architectural conservation**. The Board reports its findings to the municipal council. Hearings are also held for appeals on the Minister's designation of **archaeological** or historic sites or on the Minister's refusal of archaeological **licences**.

ONTARIO ARTS COUNCIL MCC 30
151 Bloor St. W., 5th Flr.
Toronto M5S 1T6
416-961-1660
Fax 416-961-7796

The Ontario Arts Council provides financial assistance and consultation services to encourage the development of the arts in Ontario. It provides **grants** to professional arts organizations and artists through its eleven discipline offices. These offices focus on: arts/education, community arts development, dance, film/photography/video, literature, music, touring, theatre, visual arts, multicultural arts, and Franco-Ontarian arts. The OAC uses over 90 grant programs to contribute to the cultural development of Ontario and its artists.

In addition to the awarding of grants, the OAC is involved with a variety of programs to develop local and regional arts resources. The Council also administers endowment funds.

ONTARIO EDUCATIONAL COMMUNICATIONS AUTHORITY (TVONTARIO) MCC 31
P. O. Box 200, Station Q
Toronto M4T 2T1
416-484-2700
Toll-free 1-800-268-8840
Fax 416-484-2725 or 484-2867

The Ontario Educational Communications Authority (**TVOntario**) is a television network dedicated to **educational** broadcasting. TVO produces and distributes learning resources, in **English** and **French**, to the people of Ontario via broadcast **television** and other related

media. A percentage of 96.1 Ontarians now have access to TVOntario's English network through a combination of high, medium and low-power transmitters and carriage by cable systems throughout the province. TVO's French network, "la chaine franaise", is available through cable to 73% of the Ontario population. To supplement its educational series for schools, TVO also produces written material and teaching aids. Schedules and program information are available upon request.

ONTARIO FILM DEVELOPMENT CORPORATION MCC 32
81 Wellesley St. E.
Toronto M4Y 1H6
416-965-8393
Fax 416-965-0329

The Ontario Film Development Corporation (**OFDC**) was established in 1986 to stimulate employment, investment and growth in the Canadian motion picture industry based in Ontario. Its mandate is to provide increased opportunities for Ontario-based Canadian producers, production companies, distributors and filmmakers in the areas of development, production, distribution and marketing. The OFDC helps stimulate the Ontario **film** and television industry by offering support in the form of investments, **loans** and **grants**. The Corporation is also instrumental in attracting international producers to Ontario to use the province's location and production facilities.

An investment rebate program, **Ontario Film Investment Program** (OFIP), provides grants to private sector investors in certified films.

ONTARIO HERITAGE FOUNDATION MCC 33
77 Bloor St. W., 2nd Flr.
Toronto M7A 2R9
416-965-9504

The Ontario Heritage Foundation (**OHF**) advises the Minister of Culture and Communications on issuing **archaeological licences** and designating significant archaeological sites. **Grants** are provided to: stimulate innovative work in archaeology and help complete artifact analysis; encourage **conservation** of buildings possessing **historical** or **architectural** significance; and assist with the research and publication of **manuscripts** of local, regional or specialized interest. The Foundation also undertakes public education programs, including the erection of historical **plaques** which recognize people, places, buildings and events of historical significance to the province. Cultural and natural **heritage** properties, works of **art** and historical artifacts are acquired, usually by donation. For information, contact the main office or regional offices listed under Field Services, Ministry of Culture and Communications.

ONTARIO HISTORICAL STUDIES SERIES MCC 34
Victoria University
73 Queen's Park Crescent
Toronto M5S 1K7
416-585-4586

The Ontario Historical Studies Series (**OHSS**) produces comprehensive, scholarly and readable books on the **historical** development of Ontario. The series of publications is divided into two parts: biographies of premiers, and theme studies on aspects of Ontario's economic, social, political and cultural development. The OHSS is funded by the Ministry of Culture and Communications.

ONTARIO SCIENCE CENTRE MCC 35
770 Don Mills Rd.
Don Mills M3C 1T3
416-429-4100
Fax 416-429-2934

The Ontario Science Centre offers a large variety of programs designed to stimulate and inform the general public about **science** and **technology**.

The Centre performs a valuable educational service for Ontario and is host to thousands of students each year. In addition to its innovative **exhibitions**, the Ontario Science Centre provides a wide range of **educational** programs for all ages including a travelling school presentation program called "Science on Wheels". The Science Centre has an extensive outreach program with special travelling exhibitions, such as the "Science Circus" and the "Seeing Brain" which have been viewed throughout Ontario as well as across Canada.

ONTARIO TELEPHONE SERVICE COMMISSION MCC 36
3625 Dufferin St., Ste. 200
Downsview M3K 1Z2
416-235-4950

Under the **Telephone Act**, the Ontario Telephone Service Commission (**OTSC**) regulates providers of telephone service within provincial jurisdiction. There are 30 telephone systems under the Commission's authority. Bell Canada is not included since it reports to the Canadian Radio-Television and Telecommunications Commission (CRTC).

ROYAL BOTANICAL GARDENS MCC 37
Box 399
Hamilton L8N 3H8
416-527-1158
Fax 416-577-0375

The Royal Botanical Gardens (RBG) is a major scientific and research institution located in the Hamilton/Burlington area. In its 2,000 acres, it encompasses formal outdoor **gardens**, areas of natural heritage significance such as Cootes Paradise, and a Mediterranean Greenhouse featuring exotic flowers and trees. **Tours** and **educational** programs are offered providing a wide variety of learning experiences in botanical studies, **horticulture**, natural history, and arts and crafts. The RBG operates an active extension program of lectures and exhibitions across Ontario. Other public services include a **library** specializing in botany and ornamental horticulture in Ontario, gift shop, and dining facilities during the summer months.

The RBG is open to the public 7 days a week throughout the year. General admission to the outdoor gardens is free.

ROYAL ONTARIO MUSEUM MCC 38
100 Queen's Park
Toronto M5S 2C6
416-586-5549
Fax 416-586-5863

The Royal Ontario Museum (**ROM**), is the second largest **museum** in North America, with a collection of over six million items, representing the **arts**, **archaeology**, textiles, and natural **science**. Its Chinese and Far Eastern collection is one of the finest in the world. The facility also includes the **McLaughlin Planetarium**, the **Sigmund Samuel Building** featuring Cana-

dian decorative arts and the **George R. Gardiner Museum** of Ceramic Art. The ROM offers a variety of activities such as guided **tours**, performances, lectures, **films**, as well as educational programs for all ages. Its extensive outreach services feature travelling **exhibits**, school programs and resource packages, and a **speakers' bureau**. Other services include specialized **libraries**, gift shops, and a cafe. The museum is open to the public seven days a week. Free general admission on Thursdays 4:30-8:00 p.m. Free admission for Seniors on Tuesdays.

SCIENCE NORTH MCC 39
100 Ramsay Lake Rd.
Sudbury P3E 5S9
705-522-3701
Fax 416-522-4954

Science North provides a stimulating bilingual learning program involving people in the relationships between **science**, **technology** and everyday life, with particular emphasis on the northern environment. It presents participatory exhibits and educational science programs based on six scientific spheres: astrosphere, atmosphere, biosphere, geosphere, humanosphere, and infosphere. Science North also operates the Path of Discovery bus tour and underground guided **tours** of the **Big Nickel Mine**. School groups participate extensively in the many programs available year-round at Science North. Other services include a rock cavern theatre for 3-D **films**, gift shop, "swap shop" and dining facilities. Open daily from May to October; open Tuesday through Sunday from October to May. For a recorded message giving general information on programs, admission costs and hours, call 705-522-3700. Science North is wheelchair accessible.

THE McMICHAEL CANADIAN ART COLLECTION MCC 40
Islington Ave.
Kleinburg L0J 1C0
416-893-1121
416-893-2588

Built of handhewn logs and fieldstone on the wooded banks of the beautiful Humber River, the McMichael Canadian Art Collection houses one of the most important collections of Canadian art in the world. While its focus is on the **Group of Seven** and their contemporaries, it also includes important holdings of Indian, Inuit and Metis **art**. The McMichael provides group **tours** and a wide range of educational programs for all ages. Visitors are also welcome to explore the 100 acres of private conservation land surrounding the gallery. Other services include a Gallery Shop and Restaurant.

The McMichael is open daily from May 1 to October 31, and from Tuesday through Sunday during the winter months. Free admission for Seniors on Wednesdays.

## ACTS

ACTS MCC 41

The Ministry of Culture and Communications is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or Marketing and Information Services Branch.

Archives Act
Art Gallery of Ontario Act
Arts Council Act

Centennial Centre of Science and Technology Act
Foreign Cultural Objects Immunity from Seizure Act
George R. Gardiner Museum of Ceramic Art Act, 1981
John Graves Simcoe Memorial Foundation Act, 1965
McMichael Canadian Art Collection Act, 1989
Ministry of Citizenship and Culture Act
Muskoka and Parry Sound Telephone Co. Ltd. Acquisition Act, S.O. 1978
Ontario Educational Communications Authority Act
Ontario Heritage Act
Ontario Telephone Development Corporation Act
Public Libraries Act, 1984
Royal Botanical Gardens Act, 1941, as amended
Royal Ontario Museum Act
Science North Act
Telephone Act

# MINISTRY OF EDUCATION

**Mowat Block**
**900 Bay St.**
**Queen's Park, Toronto M7A 1L2**

The Ministry of Education ensures the provision of elementary and secondary school education in Ontario, including correspondence courses, and schools for the deaf, the blind and the handicapped.

One of the oldest ministries in the Ontario Government, the Ministry of Education was established in February 1867. It is responsible for determining the general direction of education and policy in the elementary and secondary schools of the province. Other responsibilities include: providing broad guidelines for the curriculum of Ontario schools; approving the list of textbooks from which school boards make selections for schools; establishing requirements for student diplomas and certificates; setting requirements for and issuing teaching certificates; distributing funds allocated by the Legislature for assisting school boards with the costs of operating schools; making regulations to govern the school year and holidays of students, the organization of schools and the duties of teachers and school board officials; assisting individuals and communities to develop literacy and other basic skills; administering youth employment programs.

ASSISTANT DEPUTY MINISTER EDUC 1
FRENCH LANGUAGE EDUCATION
Mowat Block, 22nd Flr.
900 Bay St.
Queen's Park, Toronto M7A 1L2
416-965-2190

The Assistant Deputy Minister, **French** Language Education advises the Minister and the Deputy Minister on all matters pertaining to the **education** of francophones at the elementary and secondary levels.

## CORPORATE PLANNING AND POLICY

POLICY ANALYSIS AND RESEARCH BRANCH EDUC 2
Mowat Block, 15th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1L2
416-965-6789

The Policy Development and Liaison Section of the Policy Analysis and Research Branch provides corporate policy services to all Ministry divisions, and supports the development of interministry policy. Connections to Cabinet Office and key policy staff in other ministries are maintained and briefings are provided to the Deputy Minister and the Minister for participation in Cabinet committees. Information on corporate issues and special briefing services are also provided (965-6789).

Information Resources and Analysis Section provides information, information brokerage, data management, and analytical services in support of the ministry's policy priorities. This section gathers, validates, and analyzes data on **school boards** and **schools** (965-2609/3156) and maintains education **statistics** and publications (965-3156). It also maintains a collection of books, periodicals, and reports for the Ministry as well as for the Ministries of Colleges and Universities and Skills Development; provides specialized reference, research, and current

awareness services to staff; and operates a **reading room** offering public access to Ministry publications (965-1451).

The Research and Strategic Planning Section assists in the identification of emerging **education** issues, trends, and possible future directions, and supports the Ministry in developing and monitoring **research**. The section administers the **Education Research Program** budget and coordinates the strategic planning process used corporately within the Ministry. **Published** reports on the findings of research are sold through Publications Ontario (see that entry under the Ministry of Government Services). The section further acts as the liaison between the Ministry, researchers and planners, and provides policy support for the Ontario Institute for Studies in Education (OISE) transfer **grant** research program (965-3141).

LEGISLATION BRANCH EDUC 3
Mowat Block, 18th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1L2
416-965-2228

The branch provides legislative and legal services for policy initiation and revision of laws, and ensures that Ministry action accords with the statutory and regulatory framework of the province. Consultative services are offered to the Ministry of Education to facilitate the implementation of government policy. The branch also provides some administrative services for processing legal documents and executing legal procedures, as required by educational legislation on behalf of the Minister.

EDUCATION LIAISON AND EXCHANGE BRANCH EDUC 4
Mowat Block, 14th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1L2
416-965-5620/5629

The branch is responsible for providing an effective liaison between the ministry and major **interest groups**, both anglophone and francophone including trustees, teachers, administrators, parents, students and other members of the educational community (965-6967). The branch also promotes education for and about **Native peoples** by maintaining an ongoing liaison with **First Nation/Native organizations**, communities, and individuals, other ministries of the Ontario government, and with other jurisdictions including the federal government (965-1462). The branch also **publishes** a Directory of Major Interest Groups.

The branch encourages educational and **cultural exchanges** of **students** and **educators**, **International Student Exchange** (965-5629), **Ontario-Quebec Student Exchange** (965-5989), **Ontario-Quebec School Twinning** (965-5989), **Ontario Young Travellers** (965-9116), **Teacher Exchange Programs, international** and inter-provincial (965-1129). In cooperation with the Department of External Affairs, the branch administers **Canadian Studies Seminars** for European teachers (965-5635). It also coordinates bursary programs, in France, for teachers of French as a Second Language (FSL) and teachers in French Language Instructional Units (FLIUS). Administration is provided for the **Official Languages Monitor Program** in which bilingual university students act as monitors to educators of **French** or **English as a Second Language** (965-5996), the **Ontario Student Leadership Centre** (965-6410), the Ontario Secondary School Students' Association (965-1462), and the **Summer Employment for Students** program (965-9116).

The branch liaises with the **Council of Ministers of Education, Canada (CMEC)**, with ministries responsible for education in other provinces and other countries, with federal departments and agencies (324-4542/4543).

SCHOOL BUSINESS AND FINANCE BRANCH EDUC 5
Mowat Block, 21st Flr.
900 Bay St.
Queen's Park, Toronto M7A 1L2
416-965-6401
Fax 416-324-7004

The School Business and Finance Branch develops and administers the General Legislative **Grants** formula supporting **school boards**; sets financial accounting and enrolment reporting standards; and oversees the **audit** of financial statements of school boards, which involves liaison with the accounting profession. The branch also controls allocation of capital funds for the construction of elementary and secondary **schools**; and issues final approval for costs of school board capital projects approved for provincial funding (965-9676).

The Teachers' Pension Policy Unit (1200 Bay St., 11th Flr. Toronto M5R 2A5, 963-3357) provides government liaison with the Ontario Teachers' Pension Plan Board, and develops policy regarding teachers pensions.

**LEARNING SERVICES**

PROGRAM IMPLEMENTATION AND REVIEW BRANCH EDUC 6
Mowat Block, 18th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1L2
416-965-8301

The Program Implementation and Review Branch advises on policies and procedures for evaluation of **student** achievement and program effectiveness, and implementation monitoring. Advice is also offered on the implementation of Ministry policies and programs, supervisory services related to school **safety** and health, inspection of **private schools**, foreign student policy and the services of the **Provincial School Attendance Counsellor**.

REGIONAL OFFICES EDUC 7

The Regional Offices inform school systems about Ministry programs and policies on **education** and ensure, in collaboration with local boards, that these policies are carried out. Responsibilities include informing the Ministry's central office about activities and issues in school systems; making recommendations for action and policy formulation; helping **school boards** develop means of implementing and reviewing their programs; offering program administration support and supervisory officer services to boards whose size precludes an administrative structure; inspecting **private schools**; maintaining liaison with the public, **universities**, faculties of education, other ministries and related bodies; and administering programs and policies delegated to regional directors. There are six regional offices in Ontario:

*Western Ontario Region*
759 Hyde Park
**London N6H 3S6**
519-472-1440
For toll-free number see
blue pages of telephone directory

*Northeastern Ontario Region*
Box 3020
447 McKeown Ave.
**North Bay P1B 8K7**
705-474-7210
For toll-free number see
blue pages of telephone directory

*Eastern Ontario Region*
1580 Merivale Rd.
**Nepean K2G 4B5**
613-225-9210
For toll-free number see
blue pages of telephone directory

*Midnorthern Ontario Region*
199 Larch St.
**Sudbury P3E 5P9**
705-675-4436
For toll-free number see
blue pages of telephone directory

*Northwestern Ontario Region*
Box 5000
**Thunder Bay P7C 5G6**
807-745-1571
For toll-free number see
blue pages of telephone directory

*Central Ontario Region*
Heron's Hill Bldg., Ste. 3201
2025 Sheppard Ave. E.
**Toronto M2J 1W4**
416-491-0330
For toll-free number see
blue pages of telephone directory

YOUTH EMPLOYMENT SERVICES BRANCH EDUC 8
625 Church St., 3rd Flr.
Toronto M4Y 2E8
1-800-387-0777

The Youth Employment Services Branch administers **youth employment** programs and operates a telephone Hotline (1-800-387-0777) which provides information to youth and employers.

**FUTURES**, delivered through local youth employment counselling centres and community colleges of applied arts and technology, provides employment-disadvantaged young people with **counselling**, basic life skills and work placements to enhance their skills and employability. Placements are guaranteed for up to one year in exchange for a commitment to educational upgrading.

The **Ontario Summer Employment Program (OSEP)** (1-800-387-1290) **subsidizes** private sector and non-profit **employers** in Northern Ontario who create summer jobs for young people. Under the Summer **Experience Program** (1-800-387-0777), ministries offer students career-related employment through government offices and associated community agencies.

The branch funds community-based **Youth Employment Counselling Centres** which help unemployed young people who are socially, economically and/or educationally disadvantaged develop the skills necessary to secure employment.

## LEARNING PROGRAMS

CURRICULUM POLICY DEVELOPMENT BRANCH EDUC 9
Mowat Block, 16th and 17th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1L2
416-965-2666

This branch establishes policies for kindergarten, elementary, secondary, and continuing **education** programs for the publicly supported English and **French** language **schools** of Ontario. It produces and disseminates curriculum guidelines, circulars, and memoranda. It also assists branches that are responsible for research and evaluation, learning resources development, textbooks, and curriculum implementation and review.

LEARNING PROGRAMS SECRETARIAT EDUC 10
Mowat Block, 17th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1L2
Fax 416-324-7013

The secretariat is responsible for the coordination and management of the planning, policy development, consultation and implementation of the restructuring initiatives for elementary and secondary education. Development work is proceeding according to an overall five-year action plan and is facilitated by six work teams assigned to the following areas: Early Years (junior and senior kindergarten), Formative Years (grades 1 to 6), Transition Years (grades 7 to 9), Specialization Years (grade 10 to secondary school graduation), Technological Education, and Teacher Education.

SPECIAL EDUCATION AND PROVINCIAL SCHOOLS BRANCH EDUC 11
Mowat Block, 17th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1L2
416-965-2662

The Special Education and Provincial Schools Branch advises the Minister on program policy for the education of exceptional pupils in elementary and secondary **schools** and schools for the **mentally handicapped.** Liaison is provided with professional and parent associations and government agencies regarding programs and services for exceptional pupils. The branch plans and produces special education resource materials to assist school board personnel in developing special education programs and services. It also assists in the development of guidelines for **special education** additional qualifications courses offered by the faculties of education.

Special education programs and services are provided in Schools for the Blind and Deaf and Demonstration Schools for the Learning Disabled, where direct participation of the provincial government is appropriate to ensure equality of educational opportunity. These schools serve a variety of client populations, including school boards, teachers and pupils.

SPECIAL EDUCATION AND PROVINCIAL SCHOOLS BRANCH
DEMONSTRATION SCHOOLS
Mowat Block, 17th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1L2
416-965-2312

EDUC 12

The Demonstration Schools (965-2312), listed below, are residential, and designed for **children** with severe **learning disabilities** and **language** learning disorders. The Trillium, Robarts, and Sagonaska Schools are for English-speaking pupils while Centre Jules-Léger is for French-speaking students.

An in-service teacher education component is provided at the Demonstration Schools. Through this service, methodologies and materials can be shared with locally operated **school** board programs across the province.

*Sagonaska School*
350 Dundas St. W.
**Belleville K8P 1B2**
613-962-8658

*Trillium School*
347 Ontario St. S.
**Milton L9T 3X9**
416-878-8428

*Centre Jules-Léger*
200 Wilbrod St.
**Ottawa K1N 6L5**
613-234-0166

*Robarts School*
1090 Highbury Ave.
Box 7300
**London N5Y 4V9**
519-453-4400

SPECIAL EDUCATION AND PROVINCIAL SCHOOLS BRANCH
SCHOOLS FOR THE BLIND AND DEAF
Mowat Block, 17th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1L2
416-965-2312

EDUC 13

Five **schools**, listed below, provide direct day/residential education programs for the **blind, deaf** and **deaf/blind**. The Robarts and E. C. Drury Schools offer five-day residential instruction, while the Sir James Whitney and W. Ross Macdonald Schools have seven-day residential programming. Centre Jules-Léger provides residential education programs for Francophone deaf **students**.

The Ministry operates a teacher **education** centre in Belleville for **teachers** of the deaf. The W. Ross Macdonald School, in conjunction with the University of Western Ontario, provides training for teachers of both the blind and the deaf/blind. **French** language teacher training and resource services are supplied by Centre Jules-Léger in conjunction with the University of Ottawa.

The Schools for the Blind and Deaf and Centre Jules-Lger also serve as resource centres for local school boards operating day programs for exceptional pupils, and provide services to parents and other agencies.

*The Sir James Whitney School*
*(Deaf)*
350 Dundas St. W.
**Belleville K8P 1B2**
613-962-5361
613-962-6566TTY/TDD

*The W. Ross Macdonald School*
*(Blind and Deaf/Blind)*
350 Brant Ave.
**Brantford N3T 3J9**
519-759-0730

*The Robarts School*
*(Deaf)*
1090 Highbury Ave.
Box 7300
**London N5Y 4V9**
519-453-4400
519-453-4400TTY/TDD

*The Ernest C. Drury School*
*(Deaf)*
255 Ontario St.
**Milton L9T 2M5**
416-878-2851
416-878-7195TTY/TDD

*Centre Jules-Lger*
200 Wilbrod St.
**Ottawa K1N 6L5**
613-234-0166

*Teacher Training (Deaf)*
*The Teacher Education Centre*
350 Dundas St. W.
**Belleville K8P 1B2**
613-962-5361

CENTRE FOR CURRICULUM RESOURCES AND TECHNOLOGIES — EDUC 14
Mowat Block, 24th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1L2
416-965-0692

To ensure effective use of information **technologies** within the Ontario curriculum, the centre provides initiatives, policy and program direction to English and French language elementary and secondary public **schools**. It coordinates its activities with other branches, regional offices and Regional Computer Advisory Councils (RCACs).

The major program responsibilities of the centre include: administration of the Ministry's hardware and software incentive programs directed at school boards; establishment of microcomputer hardware and software environment standards for the Grant Eligible Microcomputer Systems (GEMS) program; funding and licensing of private sector **educational** software for school use; sponsorship of implementation projects across the province; development of **ONTERIS (Ontario Education Resources Information System)**, a system of bilingual bibliographic databases of a wide range of Ontario education documents and learning materials for elementary and secondary education; development of OAIP/BIMO, English and French language collections of assessment instruments for school use; Circular 14, which lists textbooks approved for use in Ontario schools.

INDEPENDENT LEARNING CENTRE EDUC 15
909 Yonge St.
Toronto M4W 3G2
416-965-2657
Toll-free 1-800-387-5512

2141 Lasalle Blvd.
Sudbury P3A 2A3
Toll-free 1-800-461-6257

The Independent Learning Centre (**ILC**),formerly called Correspondence Education, provides **distance education** courses in English and **French**, for Ontario residents to obtain credits towards a high school diploma, upgrade basic skills, or study for enjoyment. These courses are available free of charge to Ontario residents. A variety of secondary **school** courses are offered. Courses may be started or completed, and certificates and **diplomas** awarded, at any time of the year.

ILC also offers a non-credit **adult** basic **education** program, including **English as a Second Language** and literacy courses. An elementary program is provided only for **children** who are unable to attend school due to extended illness, distance from school, or lack of transportation facilities.

For more information, request the "Student Guide" by phoning, writing or visiting the Independent Learning Centre.

CENTRE FOR TEACHER EDUCATION EDUC 16
Mowat Block, 12th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1L2
416-965-3483

Registrar Services
Mowat Block, 12th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1L2
416-965-6126

The Centre for Teacher Education approves and reviews programs of both pre-service and in-service teacher education offered by faculties of education; sets policy concerning regulations on certification of teachers; administers supervisory officers' examinations and principals courses; coordinates teacher in-service programs in drug education and multicultural/race relations; provides registrar services for **teacher** and **student certification**; assessment of credentials for employment purposes; collects, maintains, analyses, and disseminates data on secondary school students; administers the **Ontario Scholarship Program** and other trust funds; distributes the diplomas to all secondary level schools.

LITERACY BRANCH EDUC 17
625 Church St., 6th Flr.
Toronto M4Y 2E8
416-326-5400

The Literacy Branch assists individuals and communities in developing **literacy** and other basic skills to achieve social, cultural and economic goals. This is accomplished through outreach and advocacy activities, program delivery, and development and support of information referral networks in the field.

The **Ontario Basic Skills Unit** (326-5400) provides tuition free basic skills **training** to adults 25 and over at colleges of applied arts and technology throughout the province. Basic skills training includes reading, writing and math skills; basic computer skills; and life skills. **Special Support Allowances** are available to eligible trainees to cover training related expenses such as childcare, transportation and accommodation.

The **Community and Workplace Literacy Unit** (326-5400) provides **Ontario Community Literacy (OCL)** grants to community-based literacy programs and regional information and referral services. Stream A supports ongoing services and programs. Stream B funds research, pilot curriculum/material development and start-up projects. Consultants, resources and training for delivery organizations are also provided. Information on literacy programs in Ontario and material for publicizing local programs are available. The **Ontario Basic Skills in the Workplace (OBSW) Program** provides literacy and numeracy skills to workers.

The **International Literacy Year** (ILY) Project (326-5400) plans and implements the activities under the Ontario Government's ILY Plan. Information on ILY is available through this office.

## FINANCE AND ADMINISTRATION

INFORMATION AND PRIVACY UNIT EDUC 18
Mowat Block, 12th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1L2
416-963-2163
Fax 416-965-0383

The Information and Privacy Coordinator is responsible for compliance to the **Freedom of Information** and Protection of Privacy Act within the Ministry of Education, its regional offices and affiliated agencies. This office responds to requests for information made under the Act. It monitors and makes recommendations on the Ministry's policies and procedures with respect to collecting and releasing information. A public **reading room** for the review of manuals and other information is available during regular office hours on the 13th Flr. of the Mowat Block.

COMMUNICATIONS BRANCH EDUC 19
Mowat Block, 14th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1L2
416-965-6407
416-965-1130 (Media Relations)
Toll-free 1-800-387-5514
Toll-free 1-800-263-2892 (TDD)
Fax 416-324-4914

The branch provides communications advice and support to the Minister and Deputy Minister, and assists senior Ministry personnel with communications planning and materials.

Through a broad range of information programs, the branch keeps the educational community and the public aware of Ministry policies and programs. Services include media relations; overseeing phone inquiries from the public; managing the production of Minister's correspondence; supervising the production of print, video and audio-visual materials and coordinating special events.

FINANCIAL SERVICES BRANCH EDUC 20
Mowat Block, 20th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1L2
416-965-2613

The Financial Services Branch is responsible for financial planning, budget management functions and liaison with Management Board Secretariat. It also provides both the Ministry of Education and the Ministry of Colleges and Universities with payroll, accounts payable, expenditure accounting and reporting services. Activities also include collecting revenues for **federal** cost-sharing programs, student awards receivables and other Ministry programs; arranging with Treasury for the transfer of **grants** to **school boards, colleges** and **universities**; and offering financial advisory services for transfer payment administration to all branches.

ADMINISTRATIVE SERVICES BRANCH EDUC 21
Mowat Block, 7th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1L2
416-965-3966

This branch provides administrative services to both the Ministry of Education and the Ministry of Colleges and Universities. Responsibilities include purchasing of goods and services, supply management, printing, duplicating and word processing services, mail and distribution services, records management, accommodations and design services, assets management and maintenance of policy and procedures manuals. The branch liaises with the Ministry of Government Services to coordinate common services such as telephones, and purchasing of commonly used supplies.

INFORMATION TECHNOLOGY AND SYSTEMS BRANCH EDUC 22
Mowat Block, 23rd & 24th Flrs.
900 Bay St.
Queen's Park, Toronto M7A 1L2
416-965-2348
Fax 416-965-8579

The Information Technology and Systems Branch (965-1043) is responsible for strategic, tactical and operational planning of the Ministry's information **technology**, as well as investigation, research, development and implementation of new advanced technologies. The branch provides consulting services and distributed computing support and training, and prepares business cases and opportunity assessments on behalf of individual branches.

Through the **Technology Information Centre** (965-4738), the use of distributed computing and application software packages is promoted, and training programs in the use of **computers** and application software are conducted. The branch also provides effective, economical and relevant data processing services to users within the Ministry of Education, the Ministry of Colleges and Universities and the Ministry of Skills Development.

The Systems Services Section (965-1043) offers systems development and maintenance, and systems and EDP technical consulting services.

The Operations Services Section (965-3686) provides computer operations, data control, data entry and 5520 support.

INTERNAL AUDIT BRANCH EDUC 23
Mowat Block, 7th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1L2
416-965-3939

The Internal Audit Branch evaluates the effectiveness of the Ministry management control function on behalf of management; identifies those aspects of control systems that require improvement; evaluates over-all compliance with government/Ministry policies and procedures; identifies significant instances of non-compliance with policies and procedures; and coordinates the investigation of fraud allegations, upon request from the Deputy Minister.

HUMAN RESOURCES BRANCH EDUC 24
Mowat Block, 19th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1L2
416-965-2222
416-965-7649 (TDD)
Fax 416-965-3820

The Human Resources Services Section (965-2222) provides service in the areas of recruitment, classification, employee relations, employee benefits and compensation administration, labour relations counsel and support, and for administering occupational health and safety issues, including Worker's Compensation. It also provides support services to the branch, and provides employee information to line and staff branches.

The Policy, Planning and Development Unit (965-5833), (965-2060) develops and evaluates human resources policies, programs and guidelines and designs and delivers training and development programs that assist the Ministry in meeting its strategic directions. The unit coordinates the development of a Ministry human resources plan as part of the Ontario Public Service Strategies for Renewal Program.

The plan includes employment equity goals and timetables, and strategies and initiatives to enhance equal employment opportunities for racial minorities, persons with disabilities, francophones, aborigines and women. The unit designs, delivers and coordinates policies, programs and training initiatives to support the Ministry in achieving the goals.

The unit also manages the development of a human resources information system to support management's decision making.

The Employment Equity for School Board Program is for female employees in school boards. The program administers the **Employment Equity Incentive Fund** in consultation with the Ontario Women's Directorate, the Ministry's regional offices and **Employment Equity** practitioners in school boards regarding implementation. The program collects and analyses data concerning the progress of women in the educational system, the results of which are tabled by the Minister of Education in an annual report to the Legislature.

**The French Language Services** Unit's (965-6890) primary responsibility is to ensure Ministry compliance with the French Language Services Act. The unit is also responsible for staffing of bilingual designated positions and coordination of French language training and proficiency evaluations.

SCHOOL BOARD SERVICES UNIT EDUC 25
480 University Ave., 8th Flr.
Toronto M5G 1V2
416-971-4650
Fax 416-971-6511

This unit services members of the **Educational Computing Network of Ontario (ECNO)**, which is a cooperative of **school boards** that share administrative application software, application support and technical support. The systems marketed, developed, maintained and supported by the unit deal with student administration for elementary and secondary schools, payroll/personnel, finance, bus transportation planning and management, enrolment projection, grants calculation, audio/visual booking and Student Guidance Information Service (SGIS). The unit is also responsible for distributing the Oracle Data Base Management System and operating a data communication network which will connect all school boards and the Ministry of Education for educational and administrative purposes.

**AGENCIES**

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Education are listed below. Contact the Communications Branch for unlisted agencies.

EDUCATION RELATIONS COMMISSION EDUC 26
111 Avenue Rd.
Toronto M5R 3J8
416-922-7679
Fax 416-963-3957

The Education Relations Commission (**ERC**) was established in 1975 to administer the **collective bargaining** process and further harmonious relations between **teachers** and **school boards**. Activities include monitoring and assisting negotiations, supervising voting by teachers, providing a common database for collective bargaining, and advising the Lieutenant Governor-in-Council when a strike or a lockout jeopardizes students' education.

LANGUAGES OF INSTRUCTION COMMISSION OF ONTARIO EDUC 27
25 Grosvenor St.
Toronto M4Y 1A9
416-965-3155

The Languages of Instruction Commission of Ontario was established to help resolve disputes over the provision of **education** programs in the **language** of a **French** or English minority group. The commission intercedes in conflicts between **school boards** and their language advisory committees, or language sections and groups of rate payers.

PROVINCIAL SCHOOLS AUTHORITY EDUC 28
Mowat Block, 19th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1L2
416-965-2671
Fax 416-965-3820

Established under the Provincial Schools Negotiations Act in 1975, the authority is the legal employer of **teachers** in educational programs operated by the Ministries of Correctional

Services and Education. It negotiates with the organization representing the teachers, who have the same **bargaining** rights as those employed by school boards. The authority is also responsible for administering the collective agreement.

COUNCIL FOR FRANCO-ONTARIAN EDUCATION EDUC 29
880 Bay St., Ste. 203
Toronto M7A 1L2
416-963-1125

The council advises the Minister of Education and the Minister of Colleges and Universities on all matters concerning the **education** of **Franco-Ontarians** at the elementary, secondary and post-secondary levels.

ONTARIO TEACHERS' PENSION PLAN BOARD EDUC 30
5650 Yonge St., Ste. 400
North York M2M 4H5
416-226-2700

The Ontario Teachers' Pension Plan Board was created by The Teachers' Pension Act, 1989, which was passed on December 20, 1989. It replaced the Teachers' Superannuation Commission as the "arms-length" board responsible for the administration of the teachers' **pension** plan and the resolution of issues concerning individual benefit entitlements. It took on the additional responsibility of managing the fund's assets. Under the **Teachers' Pension Act**, 1989, the Board has the authority to invest the pension fund in market investments.

The Board is comprised of eight members including the chairperson. The Lieutenant Governor-in-Council appoints the Board members, five of whom are recommended by the Minister of Education and three of whom are recommended by the Ontario Teachers' Federation.

TEACHER EDUCATION COUNCIL, ONTARIO EDUC 31
56 Wellesley St. W., 16th Flr.
Toronto M7A 2B7
416-324-4878
Fax 416-963-2691

The Teacher Education Council, Ontario consists of 16 members representing four major stakeholders in teacher education i.e. universities, teachers, school boards and government. The council advises the Ministers of Education and Colleges and Universities on all aspects of teacher education.

## ACTS

ACTS EDUC 32

The Ministry of Education is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's Legislation Branch or Communications Branch.

Development Charges Act, 1989, Part III
Education Act
Essex County French-language Secondary School Act, 1977
Lake Superior Board of Education Act, 1976
Metropolitan Separate School Board Act, 1953

Municipal and School Board Payments Adjustment Act, 1989
Ontario Institute for Studies in Education Act
Ontario School Trustees' Council Act
Ontario Youth Employment Act
Ottawa-Carleton French Language School Board Act, 1988
Provincial Schools Negotiations Act
School Boards and Teachers Collective Negotiations Act
School Trust Conveyances Act
Teachers Pension Act, 1989
Teaching Profession Act

# MINISTRY OF ENERGY

**56 Wellesley St. W.**
**Toronto M7A 2B7**

An Advisory Committee on Energy, appointed by Order-in-Council in August, 1971, recommended the creation of a separate Ministry of Energy to develop a comprehensive and coordinated energy policy for the Province. At that time, energy matters in Ontario involved nine ministries and 38 major acts. In 1973, a new Ministry was established under the Ministry of Energy Act.

The following groups, each under the direction of an executive coordinator or equivalent, became part of the new Ministry: Energy Technology, Information and Analysis, Legal Services and Conventional Energy. This structure remained until August, 1977, when an Energy Conservation Group was formed. Its functions replaced most of those of the Energy Technology Group, which ceased to exist about a year later. This new group also offered information service to the public. The Information and Analysis Group, which had provided library services and statistical information rather than general public information, was renamed the Strategic Planning and Analysis Group, to avoid confusion and to reflect its changing role.

In October, 1977, the Energy Conservation Group expanded to become the Conservation and Renewable Energy Group. This organization was divided into two groups in 1983.

In February, 1981, the Communications Group was created due to increasing demand for communication services. The staff of the Conservation and Renewable Energy Group's Information Services unit was merged with other communications staff in the Ministry to promote more effective planning and delivery of communication services.

In November, 1984, a major reorganization of the Ministry took place to streamline the organization. Three divisions were created, Policy and Planning, Programs and Technology, and Communication and Management Services.

In August, 1988, the Ministry was organized into the following branches: Policy Development, Liaison and Planning, Programs and Technology, Finance and Administration, Corporate Relations and Legal Services.

In June, 1990, the organization was re-structured. The Ministry is now organized into the following branches/divisions: Policy Development and Coordination Division, Programs and Technology Division, Finance and Administration Branch, Corporate Relations Branch and Legal Services Branch.

MINISTRY OF ENERGY — ENERGY 1
In Toronto, Call 416-965-3246
Elsewhere in Ontario, Ask
Operator for Zenith 80420
Toll-free 1-800-ENERGY 1

The Ministry of Energy ensures that Ontario has an adequate and secure supply of **energy** that meets the needs of Ontario residents and industry, at reasonable prices, in a manner consistent with environmental protection. To fulfill this responsibility, the Ministry works with other ministries, agencies of the government and the energy sector. Functions include: reviewing and advising on energy matters and policy; maintaining liaison between the government and **Ontario Hydro**; coordinating the government's activities; supporting research development and demonstration of energy technologies; promoting effective and efficient use of energy; and intervening before provincial and federal tribunals. The Minister of Energy reports to the Legislature for Ontario Hydro and the **Ontario Energy Board**, which

function independently of the Ministry. For general information on this Ministry, call the numbers listed above. The Ministry's programs and agencies are described in the entries that follow.

**DEPUTY MINISTER'S OFFICE**

LEGAL SERVICES BRANCH ENERGY 2
56 Wellesley St. W., 12th Flr.
Toronto M7A 2B7
416-965-6251

The Legal Services Branch counsels the Ministry on legal matters, including the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. It supplies general legal services such as preparing contracts, representing the Ministry before tribunals, etc. The Legal Services Branch is responsible to the Attorney General's Office.

FRENCH LANGUAGE SERVICES ENERGY 3
56 Wellesley St. W., 9th Flr.
Toronto M7A 2B7
416-965-3066

This office coordinates the Ministry's implementation of government policy on French language services for the Ontario Francophone public.

FINANCE AND ADMINISTRATION BRANCH ENERGY 4
56 Wellesley St. W., 9th Flr.
Toronto M7A 2B7
416-965-6469

The Finance and Administration Branch promotes effective management of financial and human resources. It consists of the Financial Section, Staff Services Section, Information Systems and Resources Section, Employment Equity Coordinator and Freedom of Information Coordinator.

The reference **library** (965-9174) and **reading room** service the needs of staff and give public access (on an appointment only basis) to Ministry publications, statutes, and some manuals and internal procedures.

EMPLOYMENT EQUITY OFFICE ENERGY 5
56 Wellesley St. W., 9th Flr.
Toronto M7A 2B7
416-965-3869

The Employment Equity Coordinator assists line managers in developing, promoting and coordinating plans to improve the status of the Ministry's female, racial minority, Native, disabled and francophone employees, and ensures equal opportunity for all. Activities include counselling employees on job-related issues and career goals.

FREEDOM OF INFORMATION ENERGY 6
56 Wellesley St. W., 10th Flr.
Toronto M7A 2B7
In Toronto call 416-965-9963
Elsewhere in Ontario ask
Operator for Zenith 80420

The Freedom of Information (FOI) Coordinator responds to requests for information made by the public under the Freedom of Information Act; monitors implementation within the Ministry of the government's policy on the protection of individual privacy with regard to personal information; and provides information to the public through the FOI **Reading Room**.

CORPORATE RELATIONS BRANCH ENERGY 7
56 Wellesley St. W., 9th Flr.
Toronto M7A 2B7
In Toronto, call 416-965-3246
Elsewhere in Ontario, ask
Operator for Zenith 80420
Toll-free 1-800-ENERGY 1

The Corporate Relations Branch provides information on **energy** policy, research, conservation and renewable energy technology, etc. General inquiries should be directed to 965-3246; media inquiries to 963-3727.

The branch provides corporate communication services to the Minister and senior management in order to promote the Ministry's policies and programs. Activities include the planning, coordination and production of displays, audio visuals, print materials, seminars, conferences and advertising.

**POLICY DEVELOPMENT AND COORDINATION DIVISION**

POLICY DEVELOPMENT AND COORDINATION DIVISION ENERGY 8
56 Wellesley St. W., 11th and 12th Flr.
Toronto M7A 2B7
416-965-7022
Elsewhere in Ontario ask
Operator for Zenith 80420
Toll-free 1-800-ENERGY 1

The Policy Development and Coordination Division monitors energy developments, identifies emerging issues, and proposes strategies and policies that will ensure adequate access to affordable energy supplies for Ontario. The division conducts and coordinates research and analysis, and develops policies on energy supply and demand, and pricing for all forms of energy.

The division advises the Deputy Minister and the Minister on long-term corporate policy objectives and initiatives. The division also collects and analyzes information on the local, provincial, national and international energy scene, and provides energy sector advice to the Ontario Government.

POLICY COORDINATION SECTION ENERGY 9
56 Wellesley St. W., 12th Flr.
Toronto, M7A 2B7
416-963-2781
Elsewhere in Ontario, ask
Operator for Zenith 80420
Toll-free 1-800-ENERGY 1

The Policy Coordination Section develops, integrates and coordinates research and analysis in support of policy development. The section provides contact with other governments.

OIL AND GAS SECTION ENERGY 10
56 Wellesley St. W., 11th Flr.
Toronto M7A 2B7
416-965-3634

The Oil and Gas Section provides analyses and advice on issues relating to the supply, distribution and pricing of crude **oil, petroleum** products, **petrochemical** feedstocks and **natural gas**. The section also represents Ontario's interests before the federal government, other jurisdictions, and regulatory hearings. It is responsible for the maintenance of the provincial contingency plan for a possible future oil shortage.

ELECTRICITY SECTION ENERGY 11
56 Wellesley St. W., 11th Flr.
Toronto M7A 2B7
416-965-1593

The Electricity Section provides analyses and advice on the generation of **electricity**, and its distribution by Ontario Hydro, municipal utilities and the private sector. The section also represents Ontario's interests before the federal government, other jurisdictions, and regulatory hearings.

ECONOMICS AND FORECASTS SECTION ENERGY 12
56 Wellesley St. W., 11th Flr.
Toronto M7A 2B7
416-965-7939

The Economics and Forecasts Section provides advice and analysis on Canadian and international economic developments, policies for taxation, deregulation and pricing of different forms of energy, and the impact of **energy** changes on the national and provincial economies. It prepares forecasts of energy prices in Ontario and long-term requirements for oil, gas, coal, and electricity. The section also collects and disseminates information on Ontario's energy situation.

ENERGY MANAGEMENT SECTION ENERGY 13
56 Wellesley St. W., 14th Flr.
Toronto M7A 2B7
416-965-0979

The Energy Management Section provides advice on the social, environmental, economic, financial and technical factors that relate to the use of **energy.** The section participates in the development of policies that are aimed at making Ontario more energy efficient and administers the Energy Efficiency Act. The section works with the Ministry of Housing at improving the energy efficiency of buildings under the Ontario Building Code's provisions

and with other ministries and agencies to monitor the impact of their policies and legislation on the consumption of energy.

## ENERGY PROGRAMS AND TECHNOLOGY DIVISION

ENERGY PROGRAMS AND TECHNOLOGY DIVISION — ENERGY 14
56 Wellesley St. W., 14th Flr.
Toronto M7A 2B7
416-965-0961
Elsewhere in Ontario ask
Operator for Zenith 80420

The Energy Programs and Technology Division encourages the development of **energy** efficient equipment and practices in all sectors of the Ontario economy. The division promotes awareness of energy **technologies,** products and services; maintains expertise; and provides assistance to government, municipalities, industry and the general public.

Management of programs and provision of information is carried out through three operational sections: Energy Efficiency, Industry Programs, and Energy Research and Development.

ENERGY EFFICIENCY SECTION — ENERGY 15
56 Wellesley St. W., 14th Flr.
Toronto M7A 2B7
416-965-4618 Government and Public/Institutional
416-965-9383 Commercial/Residential
416-965-0755 Transportation

The Energy Efficiency Section develops and implements **energy** efficiency and **conservation** programs for the transportation, commercial, residential, government and institutional sectors. The section provides **financial assistance** to **municipalities** to demonstrate new energy saving technologies and improve energy performance. Other services include technical advice, facilitating the development of education materials and public outreach through conferences, displays, workshops/seminars and training programs. The section also supports the development of alternative transportation **fuels** such as propane, natural gas, and alcohol fuels.

INDUSTRY PROGRAMS SECTION — ENERGY 16
56 Wellesley St. W., 14th Flr.
Toronto M7A 2B7
416-965-0763 Industrial Energy Services Program
416-963-0970 Industrial Process Demonstration Program
416-965-0463 Cogeneration Encouragement Program
416-965-5303 Energy from Waste Capital Program

The section assists Ontario industries in improving their **energy** efficiency performance through programs focusing on energy equipment and process improvements. It provides expert engineering advice and information, and assists the private sector in developing energy **technologies. Grants** are available for feasibility studies, project engineering design and demonstrations. Services include energy audits, technology fact sheets and seminars.

ENERGY RESEARCH AND DEVELOPMENT SECTION — ENERGY 17
56 Wellesley St. W., 10th Flr.
Toronto M7A 2B7
416-965-1936 EnerSearch Program
416-965-8901/0309 Technical Information

The section assists Ontario **industry** and the **research** community in developing innovative **energy technologies** which will improve energy efficiency or increase supply options. **The EnerSearch Program** will provide **financial assistance** to projects which are proposed, managed and funded by the private sector. The level of assistance given can be up to 50% of the eligible costs depending upon probable energy impact, degree of technical risk, environmental benefits and industrial development potential.

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Energy are listed below. Contact the information or communications branch for unlisted agencies.

ONTARIO ENERGY BOARD — ENERGY 18
2300 Yonge St., 26th Flr.
Toronto M4P 1E4
416-481-1967

The Ontario Energy Board has jurisdiction over **energy** related matters including: regulation of **natural gas** rates; municipal franchise approvals; hydrocarbon pipeline construction and related environmental concerns; **expropriations** for utility access; and control of utility accounting procedures.

Natural gas utilities operating in Ontario under the Board's jurisdiction cannot change rates, construct certain facilities or enter into franchise agreements with **municipalities** without first obtaining the approval of the Board through the public hearing process.

The Board also offers advice to the Minister of Energy with regard to **Ontario Hydro**; to the Minister of Natural Resources respecting certain oil and gas production concerns; and to the Lieutenant Governor-in-Council on other energy matters.

ONTARIO HYDRO — ENERGY 19
700 University Ave.
Toronto M5G 1X6
416-592-5111

Ontario Hydro supplies electrical **energy** indirectly to urban centres through 316 associated municipal utilities, and directly to more than 814,000 rural customers, and 100 large industrial customers. The **Ontario Hydro Electrical Inspection Program** (592-3721) provides technical guidance to consultants, contractors, architects, manufacturers and customers on problems concerning installation of **electrical** equipment and adherence to the Electrical **Safety** Code. The **Retail Electrical Service and Billing Inquiry Program** (590-2958) answers inquiries on rural service policy and practices. Ontario Hydro operates **Nuclear Communications Centres** in Pickering (416-839-0465), Bruce (519-368-7031) and Darlington (416-623-7122) to provide educational information on **nuclear power** to the public. The **Ontario Hydro Public Reference Centre** has information and documentation on **Ontario Hydro**, and general pamphlet

material on energy (592-3331). Ontario Hydro reports to the Legislature through the Minister of Energy. Regional offices are listed below.

93 Bell Farm Rd.
**Barrie L4M 1H1**
705-728-5521
(Georgian Bay Region)

420 Dundas St. E.
**Belleville K8N 5C3**
613-966-6502
(Eastern Region)

1075 Wellington Rd.
**London N6E 1M1**
519-681-1390
(Western Region)

590 Graham Dr.
P. O. Box 3060
**North Bay P1B 8L4**
705-472-8000
(Northeastern Region)

34 Cumberland St. N.
Postal Station "P"
**Thunder Bay P7A 4L5**
807-343-3411
(Northwestern Region)

5760 Yonge St.
**Willowdale (Metro Toronto) M2M 3T7**
416-222-2571
(Central Region)

## ACTS

ACTS ENERGY 20

The Ministry of Energy is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Energy Efficiency Act
Ministry of Energy Act
Ontario Energy Board Act
Ontario Energy Corporation Act
Power Corporation Act
Power Corporation Insurance Act
Rural Hydro-Electric Distribution Act
Rural Power District Loans Act

# MINISTRY OF THE ENVIRONMENT

**135 St. Clair Ave. W.**
**Toronto M4V 1P5**
**416-323-4321**

The Ministry of the Environment's objective is to protect human health and the ecosystem by ensuring that acceptable environmental standards of air, water and land are maintained.

Established on April 1, 1972, by the Ministry of the Environment Act under Part X of An Act To Provide For The Reorganization Of The Government Of Ontario, the Ministry assumed the powers, duties and functions of the Department of the Environment. These responsibilities included air management (abatement, approvals and criteria), meteorology and air quality, phytotoxicology, auto emission control and related laboratories and waste management.

From the Ontario Water Resources Commission (OWRC), the Ministry acquired responsibility for managing quality and quantity of water, including sanitary engineering, industrial wastes, laboratory and research, and providing sewage and water facilities and relative funding. Environmental health services concerning regulation of septic tanks were transferred to the Ministry from the Department of Health.

## DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH MOE 1
135 St. Clair Ave. W., 2nd Flr.
Toronto M4V 1P5
416-323-4321

This branch establishes communications policy for the Ministry; provides communications advice and support to the Minister and Deputy Minister; and offers consultations to other branches and the public. Activities include liaising with the media, answering public inquiries, and producing and distributing publications and news releases. The Ministry's staff newsletter, Clean Talk, is published by this branch. It also coordinates the development and delivery of the Ministry's educational programs. The branch operates a public information centre, which is located on the ground floor of 135 St. Clair Avenue West.

COMMUNICATIONS BRANCH
PUBLIC INFORMATION CENTRE MOE 2
135 St. Clair Ave. W., 1st Flr.
Toronto M4V 1P5
416-323-4321

The bilingual Public Information Centre responds to growing public demand for environmental information.

The walk-in centre, located on the ground floor of 135 St. Clair Avenue West, is open from 9:00 a.m. to 4:30 p.m., Monday to Friday. A wide variety of **publications** and brochures are available through the centre. The staff process requests for technical documents and literature by telephone and mail, and direct the public to **information** sources in other ministries, agencies and governments.

LEGAL SERVICES BRANCH MOE 3
135 St. Clair Ave. W., 10th Flr.
Toronto M4V 1P5
416-323-4522

The Legal Services Branch counsels the Ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. The branch conducts prosecutions under provincial environmental legislation, acts as counsel at environmental hearings and provides solicitors' services, including drafting of contracts and settling of claims. The branch is part of the Ministry of the Attorney General.

**CORPORATE RESOURCES DIVISION**

CORPORATE RESOURCES DIVISION MOE 4
135 St. Clair Ave. W., 14th Flr.
Toronto M4V 1P5
416-323-4382

The division provides resource planning, policy coordination, socio-economic and environmental research as well as financial, audit, administrative and information management services. This division ensures the effective utilization of human and financial resources in support of Ministry programs and activities for the protection of the environment and compliance with French Language Services and Freedom of Information and Protection of Individual Privacy legislation.

POLICY AND PLANNING BRANCH MOE 5
135 St. Clair Ave. W., 11th Flr.
Toronto M4V 1P5
416-323-4554

The Policy and Planning Branch coordinates and evaluates the development of Ministry policy; provides economic and sociological support to policy development and implementation; and develops and maintains the Ministry's strategic plan.

The Resources Planning Office (323-4569) develops allocation plans and budgets; monitors the performance of programs through the development and maintenance of reporting systems such as work plans and management by results plans. Briefings for senior management are also coordinated by this office.

RESEARCH AND TECHNOLOGY BRANCH MOE 6
135 St. Clair Ave. W., 9th Flr.
Toronto M4V 1P5
416-323-4574

The Research and Technology Branch coordinates all environmental research funded by the Ministry and administers the following funding programs: the Environmental Research Program, the Environmental Technologies Program and the Miscellaneous Grants Program. The branch is also responsible for technology transfer functions including coordination of annual Technology Transfer Conference.

HUMAN RESOURCES BRANCH MOE 7
40 St. Clair Ave. W., 6th Flr.
Toronto M4V 1M2
416-323-5058

The Human Resources Branch provides a full range of services and advice to the Ministry on all government human resource legislation, policies, issues and management trends. This includes recruitment; determination of appropriate classification and compensation; employee grievances; working conditions, terms of employment, compliance with occupational health and safety regulations; pay and benefits administration; pay equity; educational programs; counselling; youth and special employment programs.

The Training and Certification Section develops, administers and presents courses on environmental subjects and classification and certification programs based on legislation and/or ministry policy.

**Employment Equity** ensures equal opportunity employment by raising the level and diversifying the occupational distribution of racial minorities, disabled persons, francophones, aboriginals and women.

FINANCIAL AND CAPITAL MANAGEMENT BRANCH MOE 8
135 St. Clair Ave. W., 6th Flr.
Toronto M4V 1P5
416-323-4275

The Financial and Capital Management Branch provides financial management and accounting services to facilitate delivery of the Ministry's environmental programs. It is responsible for the coordination and control of the management reporting and financial management of the Ministry's investment in water and sewage works. The latter includes financing terms and costs of operation of provincial water and sewage facilities, special funds, cost sharing agreements and grants administered by the Ministry. The branch collects revenue owing to the province under agreements and contracts, mainly for the provision of **water** and **sewage** service to municipalities.

SYSTEMS INFORMATION AND TECHNOLOGY BRANCH MOE 9
65 St. Clair Ave. E., 6th Flr.
Toronto M4T 2Y3
416-323-2602

The branch provides support in the development and implementation of the Ministry's information, communication and computer system plans, standards and technology. The branch coordinates the management of the Ministry's data, as well as, providing education and training to staff in information systems concepts, technology management and use.

ADMINISTRATIVE SERVICES BRANCH MOE 10
135 St. Clair Ave. W., 8th Flr.
Toronto M4V 1P5
416-323-4242

The Administrative Services Branch provides the following corporate services: purchasing, assets coordination, accommodation, telecommunications, records management, fleet management, administrative policy coordination, printing and mailing. The branch also coordi-

nates Ministry activities concerning **Freedom of Information** and Protection of Individual Privacy legislation.

MANAGEMENT AUDIT BRANCH MOE 11
35 St. Clair Ave. W., 12th Flr.
Toronto M4V 1P5
416-323-4474

The Management Audit Branch is responsible for carrying out a comprehensive program of internal audit by examining and evaluating financial and management controls within the Ministry.

FRENCH SERVICES OFFICE MOE 12
135 St. Clair Ave. W., 5th Flr.
Toronto M4V 1P5
416-323-4595

The French Services Office coordinates the planning, development and implementation of Ministry services in French.

**INTERGOVERNMENTAL RELATIONS AND STRATEGIC PROJECTS DIVISION**

INTERGOVERNMENTAL RELATIONS AND STRATEGIC PROJECTS DIVISION MOE 13
135 St. Clair Ave. W., 14th Flr.
Toronto M4V 1P5
416-323-4381

The Intergovernmental Relations and Strategic Projects Division provides a responsive structure to deal with designated issues having a high profile and requiring coordinated and integrated action by the Ministry and other governments, nationally and internationally.

The division also coordinates the development of environmental standards for hazardous contaminants, and manages the use of pesticides.

HAZARDOUS CONTAMINANTS BRANCH MOE 14
40 St. Clair Ave. W., 7th Flr.
Toronto M4V 1M2
416-323-5095

This branch assesses the significance of hazardous **contaminants**, and establishes **standards** for their control. The branch also liaises with other branches of the Ministry and provincial, federal and overseas agencies, and administers the **Pesticides Act** and Regulations.

HAZARDOUS CONTAMINANTS BRANCH PESTICIDES SECTION MOE 15
40 St. Clair Ave. W., 7th Flr.
Toronto M4V 1M2
416-323-5095

The Chemical Agents Unit of the section ensures the safe and effective use of **pesticides** and provides technical support to the **Pesticides Control Program** and the Ontario **Pesticides Advisory Committee.**

HAZARDOUS CONTAMINANTS BRANCH MOE 16
STANDARDS DEVELOPMENT SECTION
40 St. Clair Ave. W., 7th Flr.
Toronto M4V 1M2
416-323-5095

This section consists of three units: Risk Assessment, Risk Identification and Biotechnology.

This Risk Assessment Unit is responsible for the development of comprehensive standards for selected high priority **contaminants**. Staff are experts in human and environmental toxicology who provide expert advice to other Ministry of the Environment branches and regions on a number of chemical contaminants.

The Risks Identification Unit is responsible for maintaining an information base on substances found in the environment and for determining the level of hazard associated with these substances.

The Biotechnology Unit is responsible for developing policy for the regulation of biotechnology products and for the assessment of these products.

INTERGOVERNMENTAL RELATIONS OFFICE MOE 17
40 St. Clair Ave. W., 7th Flr.
Toronto M4V 1M2
416-323-5125

This office is responsible for intergovernmental coordination and liaison in the development of external **environmental** policies and programs.

ACIDIC PRECIPITATION IN ONTARIO MOE 18
STUDY COORDINATION OFFICE
40 St. Clair Ave. W., 7th Flr.
Toronto M4V 1M2
416-323-5051

The Acidic Precipitation in Ontario Study Coordination Office (**APIOS**) was established in 1979 to plan and supervise the science and abatement activities of the multibranch, multidisciplinary Acidic Precipitation in Ontario Study. The overall mandate is to protect Ontario's environment from the detrimental effects of acid precipitation and other air pollutants subject to long-range transport. The Coordination Office has responsibility for all aspects of Ontario's **acid rain** program, including policy, science, abatement and legal activities, and provision of **information** to the public.

DETROIT, ST. CLAIR, ST. MARY'S RIVERS PROJECT MOE 19
265 Front St. N., Ste. 109
Sarnia N7T 7X1
519-336-4030

The office plans and coordinates the Ministry's activities for future abatement, assessment and monitoring of the Detroit, St. Clair and St. Mary's Rivers and Lake St. Clair. It also coordinates the preparation of Binational Remedial Action Plans being developed for the Detroit, St. Clair and St. Mary's Rivers.

For further information, contact the project coordinator at the above address.

NIAGARA RIVER IMPROVEMENT TEAM MOE 20
119 King St. W., 12th Flr.
Hamilton L8N 3Z9
416-521-7640

The Niagara River Improvement Team focuses on the Ministry's efforts to clean up the Niagara River and liaises with other governments on this matter.

The Team is responsible for Ontario's participation in the Niagara River Toxics Management Plan, a four government project to reduce toxic **pollutants** in the river by 50% by 1996. It monitors and reports on Canadian pollution discharges, assesses the environmental effects of **waste** disposal on both sides of the border, and is responsible for the preparation of the Remedial Action Plan for the Ontario side of the river.

For further information, contact the Niagara River Coordinator at the above address.

**ENVIRONMENTAL SERVICES DIVISION**

ENVIRONMENTAL SERVICES DIVISION MOE 21
135 St. Clair Ave. W., 14th Flr.
Toronto M4V 1P5
416-323-4358
Fax 416-323-4457

The Environmental Services Division provides scientific, technical, and laboratory support services, and develops programs dealing with waste management, air and water resources.

AIR RESOURCES BRANCH MOE 22
ATMOSPHERIC RESEARCH AND SPECIAL
PROGRAMS SECTION
880 Bay St., 4th Flr.
Toronto M5S 1Z8
416-326-1667

The Atmospheric Research and Special Programs Section conducts mobile air **surveys**, performs atmospheric chemistry **research** and operates the provincial deposition monitoring program for **acid rain** and persistent toxic substances. The section also coordinates the air-related research **grants** and emergency response programs, as well as, the urban monitoring network for volatile and semivolatile toxic organic substances, and dioxins and furans.

AIR RESOURCES BRANCH MOE 23
AIR QUALITY AND METEOROLOGY SECTION
125 Resources Rd., E. Wing
Rexdale M9W 5L1
416-235-5768

The Air Quality and Meteorology Section compiles air quality **statistics** from the monitoring instruments across Ontario, and prepares reports to assist regional offices in controlling emissions. The **Air Quality Index** (235-5781; toll-free 1-800-387-7768), which informs the public about air quality in Ontario cities, is produced by the section. It also provides assistance in modelling and setting **air** quality objectives and emission standards.

AIR RESOURCES BRANCH
EMISSION TECHNOLOGY AND
REGULATION DEVELOPMENT SECTION
880 Bay St., 4th Flr.
Toronto M5S 1Z8
416-326-1657

MOE 24

The Emission Technology and Regulation Development Section develops the Ministry's **air** quality criteria, standards, guidelines and regulations. It reviews air quality aspects of **environmental assessment** and **land use** change; develops and maintains expertise on new and existing air pollution control technologies; undertakes source emission measurements; witnesses and evaluates source emission tests done by others; and develops source testing codes. The section also administers the environment **research** program related to air **contaminants**, their measurement and impact; coordinates the branch's hazardous contaminants program; assesses air **pollution** in Ontario relating to automotive-derived pollutants; and develops Ministry strategy for dealing with pollutants. Inspections and emission tests of **vehicles** are performed to ensure compliance with the **Environmental Protection Act** and Regulation 311.

AIR RESOURCES BRANCH
PHYTOTOXICOLOGY SECTION
880 Bay St., 3rd Flr.
Toronto M5S 1Z8
416-326-1601

MOE 25

The Phytotoxicology Section investigates complaints and conducts assessment surveys in the vicinity of **industries**. Information about **air pollution's** effects on **soils** and **vegetation (forests, agricultural crops**, ornamental **plants**) throughout Ontario is gathered for environmental management purposes. The section provides complainants with technical reports about alleged sources of pollution for use in negotiating vegetation damage claims. Experiments are conducted in controlled environment facilities to help formulate air quality criteria and standards. The section also **researches** the effects of acidic precipitation (e.g., **acid rain**) on terrestrial systems. Regional offices are listed under Ministry of the Environment, Operations Division.

LABORATORY SERVICES BRANCH
125 Resources Rd., Box 213
Rexdale M9W 5L1
416-235-5743
Fax 416-235-5744

MOE 26

The Laboratory Services Branch provides analytical support for the Ministry's **environmental assessments** and regulatory programs. It participates in planning programs, assists in data interpretation, updates analytical methods, and develops procedures for measuring new environmental pollutants. The branch participates in environmental **research** projects aimed at clarifying the interaction of atmospheric and aquatic pollutants with the environment and their effect on human **health**. The technical **library** located on Resources Rd. (235-5751) is open from 8:00am to 4:00pm Monday to Friday. It provides technical information on environment-related matters to Ministry staff and members of the public, and consists of textbooks, journals and Ministry documents. The Central **Laboratory** in Toronto provides technical guidance to the regional laboratories in Thunder Bay, London and Kingston, listed below.

*Southeastern Regional Laboratory*
c/o Kingston Regional Office
133 Dalton Ave.,
P. O. Box 820
**Kingston K7L 4X6**
613-549-4000

*Southwestern Regional Laboratory*
c/o London Regional Office
985 Adelaide St. S.
**London N6E 1V3**
519-661-2266

*Northwestern Regional Laboratory*
435 James St. S.
**Thunder Bay P7C 5G6**
807-475-1275

WASTE MANAGEMENT BRANCH MOE 27
WASTE MANAGEMENT POLICY SECTION
40 St. Clair Ave. W., 5th Flr.
Toronto M4V 1M2
416-323-5200

This branch coordinates programs concerned with the management of industrial and municipal wastes. The Waste Management Policy Section deals with waste diversion, **pollution** by municipalities and **industry**, including **hazardous waste**, industrial sludges and pretreatment residues, liquid industrial wastes and their treatment and disposition at waste management facilities. Related federal-provincial activities are coordinated by the section. It also provides technical support for industrial and municipal waste management and diversion, and develops and recommends waste management legislation, regulation, policies, applications for listing and delisting of specific wastes and other technical programs. Complaints about related pollution should be directed to regional or district offices, listed under Ministry of the Environment, Operations Division.

WASTE MANAGEMENT BRANCH MOE 28
MUNICIPAL WASTE SUPPORT PROGRAMS SECTION
40 St. Clair Ave. W., 4th Flr.
Toronto M4V 1M2
416-323-5200

The Municipal Waste Support Programs Section deals with the development and implementation, through technical and financial support, of **waste** reduction, reuse, and **recycling** (3R) initiatives. Support includes promotion, market development assistance, **grants** for project development (e.g., **municipal** recycling) and demonstrations.

WASTE MANAGEMENT BRANCH MOE 29
SPECIAL WASTE AND MANIFEST SECTION
40 St. Clair Ave. W., 5th Flr.
Toronto M4V 1M2
416-323-5200

This section deals with the management of special **wastes**, such as **PCBs**, biomedical, asbestos and **radioactive** wastes, including handling, transportation, processing, storage, disposal and incineration. Responsibilities include developing and revising regulations, policies, standards, guidelines and criteria; supporting regional compliance activities by assisting in the investigation, assessment and operation of special waste sites; operating and maintaining the

waste generator registration system and the hazardous and liquid industrial waste manifest system under regulation 309; and preparing reports on waste manifest information.

WASTE MANAGEMENT BRANCH MOE 30
TECHNOLOGY TRANSFER SECTION
40 St. Clair Ave. W., 6th Flr.
Toronto M4V 1M2
416-323-5200

This section conducts research and develops **technology** for the treatment and safe disposal of **municipal** and **industrial** wastes (including **hazardous wastes**) through high temperature incineration, physical/chemical treatment, biological treatment, solidification, etc. The section also develops technology and produces guidelines for the design, siting and operation of **landfills**; evaluates complex hydrogeological studies on new landfill proposals; and provides hydrogeological expertise in the investigation of problem **waste** sites.

WASTE MANAGEMENT BRANCH MOE 31
WASTE DIVERSION SECTION
40 St. Clair Ave., W., 5th Flr.
Toronto M4V 1M2
416-323-5200

The Waste Diversion Section deals with the development and implementation of **waste** reduction, reuse, and **recycling** initiatives, through technical and financial support. Support includes technical and market development assistance, **grants** for project implementation (e.g., **industrial** recycling) and demonstrations.

WATER RESOURCES BRANCH MOE 32
ADMINISTRATIVE AND DATA SERVICES SECTION
1 St. Clair Ave. W., 4th Flr.
Toronto M4V 1K6
416-323-4941

The Administrative and Data Services Section performs the administrative and financial services functions of the branch, and coordinates the design, development and implementation of administrative policies and procedures related to branch programs.

WATER RESOURCES BRANCH MOE 33
LIMNOLOGY SECTION
Bellwood Acres Rd.
Dorset P0A 1E0
705-766-2412

125 Resources Rd.
Rexdale M9W 5L1
416-235-5792

The Limnology Section at (Dorset) studies the effects of **acidic precipitation** on water systems, and assesses interaction between earth and water systems. Predictive models are developed to relate man-made stresses to present and future aquatic conditions. **Water** quality studies are carried out on inland **lakes** to aid in the development of management plans and to provide a basis for implementing waste source controls and rehabilitation strategies.

The Limnology Section at (Rexdale) carries out industrial effluent toxicity testing. Other procedures are used to assess acute and chronic, lethal and sublethal effects on aquatic organisms.

Staff also investigate causes and methods of control of algae and macrophyte problems in acidic and non-acidic lakes. Long-term changes in nutrients and plytoplankton of the Great Lakes and other inland lakes are measured by low-cost monitoring at municipal water treatment plants. The effects of contaminants on phytoplankton and the uptake of contaminants in filamentous algae are also measured in the Great Lakes and inland lakes.

WATER RESOURCES BRANCH — MOE 34
MANAGEMENT SERVICES AND
TECHNICAL CONSULTING SECTION
1 St. Clair Ave., W., 4th Flr.
Toronto M4V 1K6
416-323-4941

The section performs budgetary, operational planning, administrative, financial and human resources services functions of the branch; provides corporate information support and reporting; coordinates and plans branch computer systems; and coordinates branch technical consulting services.

WATER RESOURCES BRANCH — MOE 35
GREAT LAKES SECTION
1 St. Clair Ave. W., 6th Flr.
Toronto M4V 1K6
416-323-4941

The Great Lakes Section provides surveillance, investigations and assessments of nearshore areas, embayments, harbours and connecting channels of the **Great Lakes**. Activities include: examining the effect of pollutant inputs on biological, chemical and physical processes; determining **water** use suitability and interference and investigating trends toward improvement or degradation; warning of emerging problems; recommending abatement measures for the correction of existing problems and prevention of further degradation; developing and assessing the effectiveness of remedial action plans for areas of concern and whole lakes; fulfilling the Canada/Ontario Agreement's requirements for surveillance data and remedial action plans; and assisting the International Joint Commission in evaluating progress towards the Canada/U.S. Water Quality Agreement's objectives. The section also coordinates branch activities related to Ontario Hydro's impact on water quality and Ministry activities related to the Great Lakes Remedial Action Plan (RAP) Program.

WATER RESOURCES BRANCH — MOE 36
DRINKING WATER SECTION
1 St. Clair Ave. W., 3rd Flr.
Toronto M4V 1K6
416-323-4941

The Drinking Water Section's plans, policies and strategies focus on the provision of safe **drinking water**. A municipal water quality data base is maintained, and technical advice and support are provided on all aspects of drinking water treatment and distribution, and groundwater quality and quantity management. The section initiates, develops, evaluates and implements drinking water and ground water management **research** programs. Through the preparation of reports, technical papers, presentations and participation in the Ministry's Training and Certification Program, the section keeps Ministry staff, other agencies and the

public informed about drinking water and ground water management technology. The section also coordinates the Ministry's well regulation program and issues **water well** contractors' and technicians' **licences**.

WATER RESOURCES BRANCH MOE 37
MUNICIPAL-INDUSTRIAL STRATEGY
ABATEMENT OFFICE
1 St. Clair Ave. W., 5th Flr.
Toronto M4V 1K6
416-323-4838

The Municipal-Industrial Strategy Abatement (**MISA**) Office is responsible for developing the monitoring and compliance regulations for the nine industrial sectors and the municipal sector for the purpose of controlling toxic discharges to Ontario waterways. The office also develops the Sewer Use Control Program for controlling industrial discharges to the sanitary sewers, provides technical advisory service, and assists municipalities in developing pollution control plans as part of the Ministry's LifeLines program.

MUNICIPAL-INDUSTRIAL STRATEGY MOE 38
ABATEMENT OFFICE
INDUSTRIAL SECTION
1 St. Clair Ave. W., 5th Flr.
Toronto M4V 1K6
416-323-4991

This section provides for the protection of receiving waters from industrial point sources of wastewater discharges. **Pollution** control regulations, policies, plans, guidelines and strategies for MISA are developed. The section also maintains information databases on **industrial** technologies, **wastewater** treatment technologies and control requirements of other jurisdictions.

MUNICIPAL-INDUSTRIAL STRATEGY MOE 39
ABATEMENT OFFICE
MUNICIPAL SECTION
1 St. Clair Ave. W., 9th Flr.
Toronto M4V 1K6
416-323-2674

This section provides for the protection of receiving waters from **municipal** point sources and urban and rural non-point sources of **wastewater** and stormwater discharges. **Pollution** control regulations, policies, plans, guidelines and strategies for MISA are developed. The section also maintains information databases on treatment facilities. Specific activities include: watershed management studies, pollution control planning, urban **drainage** management, sewer-use control, stormwater management, and technical advisory services. The section assesses and audits program effectiveness and administers province-wide funding activities. For information, contact regional or district offices listed under Ministry of the Environment, Operations Division.

MUNICIPAL-INDUSTRIAL STRATEGY ABATEMENT OFFICE
PROJECT & DATA MANAGEMENT UNITS
1 St. Clair Ave. W., 3rd Flr.
Toronto M4V 1K6
416-323-4891 MOE 40

The Project and Data Management Units provide three main functions to the MISA Program:

The Data Management Unit reports on effluent monitoring data pertaining to pollutants discharged from municipalities and industries, and coordinates data management requirements.

The Project Management Group provides a project coordination service which ensures that programs produce results in accordance with their objectives.

The Monitoring Technology Group supports regulatory monitoring programs and Ministry audits of discharges by providing expertise on effluent sampling and flow monitoring.

WATER RESOURCES BRANCH
WATERSHED MANAGEMENT SECTION
1 St. Clair Ave. W., 7th Flr.
Toronto M4V 1K6
416-323-4867 MOE 41

The Watershed Management Section includes the Urban Rivers and Point Sources Unit, the Hydrology and Monitoring Unit, the Bioassessment Unit and the Agricultural Programs Unit. Impact assessment of municipal and industrial point sources, urban and rural diffuse runoff on rivers is undertaken. Abatement and control strategies are developed and evaluated on a local and watershed basis. The section also participates in the development and technology transfer of predictive modelling techniques.

Provincial Water Quality and Quantity Monitoring databases, which encompass a broad range of water quality indicators and flow information of over 700 sampling sites, are maintained and made available to the public for specific inquiries.

The Bioassessment Unit operates programs to set Provincial Water Quality Objectives and Sediment Quality Guidelines. This unit also runs the contaminant on Sportfish Program resulting in the publication of the "Guide to Eating Ontario Sportfish", other related biomonitoring programs and studies to assess the genotonic hazards of discharges to the aquatic environment.

## APPROVALS AND ENGINEERING DIVISION

APPROVALS AND ENGINEERING DIVISION
250 Davisville Ave.
Toronto M4S 1H2 MOE 42

This office coordinates the activities of the Environmental Assessment Branch, Approvals Branch, Project Engineering Branch, and Spills Action Centre, described in separate entries.

ENVIRONMENTAL ASSESSMENT BRANCH MOE 43
250 Davisville Ave., 5th Flr.
Toronto M4S 1H2
416-440-3450
Fax 416-440-3771

This branch coordinates the development and administration of the **Environmental Assessment Act** and its regulations. Organizations subject to the Act (e.g., municipalities, provincial ministries and agencies, conservation authorities) are required to consult with affected interest groups and to submit **environmental assessments** of proposed projects, indicating need and basis for selection from a range of alternatives. The branch coordinates reviews of each environmental assessment to inform and advise decision makers, proponents and the public on the acceptability and approvability of the project. Public records containing the environmental assessment and its review are maintained in the branch and made available to the public. The branch provides advice on requirements of the Environmental Assessment Act, as well as, opinions on the status of related projects.

An Environmental Assessment Program Improvement Project is currently undertaking a comprehensive public review of the program leading to legislative, regulatory and administrative improvements.

APPROVALS BRANCH MOE 44
INDUSTRIAL APPROVALS SECTION
250 Davisville Ave., 3rd Flr.
Toronto M4S 1H2
416-440-3713

This section processes applications submitted by the industrial sector for the establishment of **industrial** liquid effluent treatment works, **air** emission control devices, solid and liquid **waste** disposal facilities and disposal systems, as required by the Ontario Water Resources Act and/or the Environmental Protection Act. The section also coordinates the Ministry's reviews of proposals for solid and liquid waste disposal facilities and systems submitted to the Minister under the Environmental Assessment Act.

The Noise Assessment and Systems Support Unit (440-3588) assists regional and district offices by evaluating the relationship between new or existing land use and **noise** or vibration impact (e.g. new development proposals, highways, railways, aircraft etc.). Emissions from sources of environmental noise and vibration, and control and abatement of sources under provincial jurisdiction are measured and analyzed. The unit also reviews noise and vibration potential from projects subject to the **Environmental Assessment Act**.

APPROVALS BRANCH MOE 45
MUNICIPAL APPROVALS SECTION
250 Davisville Ave., 3rd Flr.
Toronto M4S 1H2
416-440-3713

This section processes applications submitted by the municipal and private sectors for the establishment of **municipal water** and **sewage** works, including water distribution systems, water storage facilities, potable water supplies, sanitary and storm sewers, storm water management work, sewage pumping stations, force mains and sewage treatment works, as required by the Ontario Water Resources Act, the Environmental Protection Act and the Environmental Assessment Act.

Within this section, the Land Use Planning Unit (440-3739) advises other government agencies and the private sector on **environmental** and **land use planning**. Responsibilities include preparing policies and advisory guidelines; providing management with program/executive support for senior committees and special projects; coordinating the Ministry's response to regional development strategies and other proposed land uses; and arranging the technical review of projects subject to the Environmental Assessment Act as input to the Government Review.

APPROVALS BRANCH MOE 46
ADMINISTRATION AND RECORDS SERVICES SECTION
250 Davisville Ave., 3rd Flr.
Toronto M4S 1H2
416-440-3713

This section provides administrative support services to the branch.

The section issues licences to installers of **septic systems** and haulers of sludge/sewage from septic tanks/holding tanks. Applicants should initially contact the regional and district offices listed under Ministry of the Environment, Operations Division.

The Pesticides Licencing Unit issues exterminator, operator and vendor **licences** for the sale and use of **pesticides**.

PROJECT ENGINEERING BRANCH MOE 47
PROJECTS SECTION
250 Davisville Ave., 5th Flr.
Toronto M4S 1H2
416-440-3796

The Projects Section coordinates the development and construction of Ministry capital projects, e.g. **water** supply, **sewage** systems and water **pollution control** facilities for municipalities. Arrangements are made for design work and financial analysis, including details on grants available, calling of **tenders** and awarding of contracts, and project management by the Ministry. The section also administers **grants** for certain sewage and water works to municipalities qualifying under the Ministry's priority rating system and to small communities for upgrading private sewage or water systems. For information, contact regional or district offices listed under Ministry of the Environment, Operations Division.

PROJECT ENGINEERING BRANCH MOE 48
PROJECT SERVICES AND CONTRACTS SECTION
250 Davisville Ave., 5th Flr.
Toronto M4S 1H2
416-440-3780

The Project Services and Contracts Section responds to contractual, **lien**, **bond** and insurance-related claims arising out of Ministry capital projects. **Tenders** are received and execution is arranged for construction contracts. The section carries out engineering audits of municipal water and sewage works projects funded by Ministry grants. It administers the LifeLines program, and provides representation on committees and drafts wording for national and provincial standards related to **water** and **sewage** works.

SPILLS ACTION CENTRE MOE 49
7 Overlea Blvd., 5th Flr.
Toronto M4H 1A8
416-965-9619
Toll-free 1-800-268-6060

The Spills Action Centre, staffed daily on a 24-hour basis, receives and records province-wide reports of spills as per legislated reporting requirements, and coordinates emergency response. The centre also deals with other **environmental emergencies** after regular office hours.

The **Contingency Planning Office** (965-9648) promotes planning by industries, municipalities, and federal and provincial agencies to control **pollution** caused by emergency spills of contaminants. The office also provides guidance pertaining to Part IX (**Spills Bill**) of the **Environmental Protection Act**.

## OPERATIONS DIVISION

OPERATIONS DIVISION MOE 50
135 St. Clair Ave. W., 14th Flr.
Toronto M4V 1P5
416-323-4271

The Operations Division delivers all Ministry services to municipalities, individuals and corporations through a province-wide network of regional, district and sub-offices, as well as one head office.

The regional offices are organized functionally into three sections, each headed by a regional manager. The Abatement Section regulates and controls the amount of **pollutants** emitted by **industries**; controls pollution by **municipalities** and individuals; inspects commercial **water** and **sewage** treatment facilities and **waste** disposal sites; and administers funds from the **Waste Management Improvement Fund** to upgrade municipal waste disposal sites. In all district offices, there is one district officer in charge of abatement. The Utility Operations Section manages and operates water and wastewater treatment plants both provincially owned and on behalf of municipalities. The Technical Support Section monitors, studies and analyzes specific projects and ambient **air, land** and water conditions; conducts special **environmental research** surveys and studies (e.g., **lakes** and **cottages**); and issues **licences** under the Pesticides Act.

The Ministry's field offices are listed below. For toll-free service, ask the operator for Zenith 33220.

### CENTRAL REGION

*Regional & District Office*
7 Overlea Blvd., 4th Flr.
**Toronto M4H 1A8**
416-424-3000

*Barrie District Office*
12 Fairview Rd.
**Barrie L4N 4P3**
705-726-1730

*Muskoka-Haliburton District Office*
Gravenhurst Plaza, General Delivery
**Gravenhurst P0C 1G0**
705-687-3408

*Halton-Peel District Office*
1235 Trafalgar Rd.
**Oakville L6H 3P1**
416-844-5747

*Peterborough District Office*
139 George St. N.
**Peterborough K9J 3G6**
705-743-2972

**NORTHEASTERN REGION**

*Regional & District Office*
199 Larch St., 11th Flr.
**Sudbury P3E 5P9**
705-675-4501

*North Bay District Office*
1500 Fisher St.
Northgate Plaza
**North Bay P1B 2H3**
705-476-1001

*Parry Sound Sub-Office*
74 Church St.
**Parry Sound P2A 1Z1**
705-746-2139

*Sault-Ste. Marie District Office*
445 Albert St. E.
**Sault Ste. Marie P6A 2J9**
705-949-4640

*Timmins District Office*
83 Algonquin Blvd. W.
**Timmins P4N 2R4**
705-268-3222

**NORTHWESTERN REGION**

*Regional & District Office*
P. O. Box 5000
435 James St. S., 3rd Flr.
**Thunder Bay P7C 5G6**
807-475-1205 Regional Office
807-475-1315 District Office

*Kenora District Office*
P. O. Box 5150
808 Robertson St.
**Kenora P9N 1X9**
807-468-5578

**SOUTHEASTERN REGION**

*Regional & District Office*
133 Dalton Ave.
P. O. Box 820
**Kingston K7L 4X6**
613-549-4000

*Belleville Sub-Office*
15 Victoria Ave.
**Belleville K8N 1Z5**
613-962-9208

*Cornwall District Office*
205 Amelia St.
**Cornwall K6H 3P3**
613-933-7402

*Ottawa District Office*
2378 Holly Lane
**Ottawa K1V 7P2**
613-521-3450

*Pembroke Sub-Office*
1000 MacKay St.
**Pembroke K8B 1A3**
613-732-3643

**SOUTHWESTERN REGION**

*Regional Office*
985 Adelaide St. S.
**London N6E 1V3**
519-661-2200

*Chatham Sub-Office*
c/o Ministry of Agriculture & Food
435 Grand Ave. W.
P. O. Box 726
**Chatham N7M 5L1**
519-354-2150

*Clinton Sub Office*
c/o Ministry of Agriculture & Food
20 King St.
P. O. Box 688
**Clinton N0M 1L0**
519-482-3428

*Owen Sound District Office*
1180-20th St. E.
**Owen Sound N4K 6H6**
519-371-2901

*Sarnia District Office*
265 Front St. N., Ste. 109
**Sarnia N7T 7X1**
519-336-4030

*Windsor District Office*
250 Windsor Ave., 6th Flr.
**Windsor N9A 6V9**
519-254-2546

*Cambridge District Office*
400 Clyde Rd.
P. O. Box 219
**Cambridge N1R 5T8**
519-653-1511

*Welland District Office*
637-641 Niagara St. N.
**Welland L3C 1L9**
416-384-9896

**WEST-CENTRAL REGION**

*Regional & District Office*
Ontario Government Bldg.
119 King St. W., 12th Flr.
P. O. Box 2112
**Hamilton L8N 3Z9**
416-521-7640

INVESTIGATIONS AND ENFORCEMENT BRANCH MOE 51
250 Davisville Ave., 5th Flr.
Toronto M4S 1H2
416-440-3510
Fax 416-440-3539

The Investigations and Enforcement Branch is vested with the responsibility for all aspects of **environmental** enforcement within the Ministry. This mandate encompasses the enforcement of the **Environmental Protection Act, Ontario Water Resources Act**, **Environmental Assessment Act** and **Pesticides Act**. The branch complements the abatement and control activities of the Operations Division through effective investigation and enforcement activity.

Regional Offices are listed below.

*West Central Region*
119 King St. W., 9th Flr.
P. O. Box 2112
**Hamilton L8N 3Z9**
416-521-7660

*Southeast Region*
133 Dalton St.
P. O. Box 820
**Kingston K7L 4X6**
613-546-1705

*Southwest Region*
985 Adelaide St. S.
**London N6E 1V3**
519-661-2200

*Northeast Region*
199 Larch St., 11th Flr.
**Sudbury P3E 5P9**
705-675-4501

*Northwest Region*
435 James St. S., 3rd Flr.
P. O. Box 5000
**Thunder Bay P7C 5G6**
807-475-1545

*Central Region*
7 Overlea Blvd., 4th Flr.
**Toronto M4H 1A8**
416-424-3000

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of the Environment are listed below. Contact the information or communications branch for unlisted agencies.

ENVIRONMENTAL ASSESSMENT ADVISORY COMMITTEE — MOE 52
65 St. Clair Ave. W., 7th Flr.
Toronto M4T 2Y3
416-323-2666

This Committee advises the Minister of the Environment, upon request, on matters relating to the policy and application of the Environmental Assessment Act to public and private sector projects and activities in Ontario. The committee also monitors all such requests and decisions.

ENVIRONMENTAL ASSESSMENT BOARD INTERVENOR FUNDING PROJECT ACT — MOE 53
2300 Yonge St., Ste. 1201
Toronto M4P 1E4
416-323-4806

Under the Intervenor Funding Act, 1988, the Environmental Assessment Board may, at the request of intervenors, hold a funding hearing to determine if such intervenors should receive funding for participation during a hearing under the Environmental Assessment Act, the Environmental Protection Act, or the Ontario Water Resources Act. Funding is provided by the proponent for which approval of the undertaking is sought. The Act also sets out the criteria for funding eligibility and amends other legislation to enable the Board to award costs at the conclusion of a hearing. Cost awards are not limited to those used by courts.

ENVIRONMENTAL ASSESSMENT BOARD ONTARIO WATER RESOURCES ACT — MOE 54
2300 Yonge St., Ste. 1201
Toronto M4P 1E4
416-323-4806

The Environmental Assessment Board holds public hearings under the Ontario Water Resources Act (**OWRA**) with respect to applications for approval of the construction or extension of sewage works. Hearings are generally required when a **municipality** intends to establish or extend **sewage** works in or into another municipality. If no objection to the proposal is received, a decision may be made without a hearing. Facilities within a single municipality may, but do not necessarily, require a hearing. The Board's decisions are appealable to Cabinet or, on a question of law, to the Divisional Court.

ENVIRONMENTAL ASSESSMENT BOARD MOE 55
ENVIRONMENTAL PROTECTION ACT
2300 Yonge St., Ste. 1201
Toronto M4P 1E4
416-323-4806

The Environmental Assessment Board holds public hearings on the issuance of certificates of approval for waste management facilities under the Environmental Protection Act (**EPA**). Hearings are mandatory to establish or extend waste disposal sites which accept the domestic garbage of 1500 or more people, and for hauled liquid industrial waste or **hazardous waste** disposal sites. Hearings are discretionary in other cases. The Board makes decisions which are appealable to Cabinet or, on a matter of law, to the Divisional Court.

ENVIRONMENTAL ASSESSMENT BOARD MOE 56
ENVIRONMENTAL PROTECTION ACT
BOARD OF NEGOTIATION
2300 Yonge St., Ste. 1201
Toronto M4P 1E4
416-323-4806

The Board of Negotiation provides a mechanism for negotiating claims concerning contaminant damage to property. Under the Environmental Protection Act (EPA) an investigation may determine that the damage or injury to vegetation or livestock is caused by a contaminant and that the injury will result in economic loss. If this is the case and the parties involved are unable to come to an agreement regarding damages, the Board of Negotiation can be called upon to help negotiate a settlement. The Board of Negotiation meets with both parties and in an informal manner proceeds to negotiate a settlement of claim. The procedure is without prejudice of any subsequent legal proceedings.

ENVIRONMENTAL ASSESSMENT BOARD MOE 57
ENVIRONMENTAL ASSESSMENT ACT
2300 Yonge St., Ste. 1201
Toronto M4P 1E4
416-323-4806

The Environmental Assessment Board holds public hearings on the impact of major development proposals under the Environmental Assessment Act (**EAA**). After an **environmental assessment** and the Government's review have been made public, any person (including the Minister of the Environment) can request a hearing by written notice. The Board's decision may be varied or rescinded only by the Minister, with the approval of the Lieutenant-Governor-in-Council. Hearings are also held under three other statutes. For information, see the other entries under Ministry of the Environment, Environmental Assessment Board.

ENVIRONMENTAL ASSESSMENT BOARD
CONSOLIDATED HEARINGS ACT MOE 58
OFFICE OF CONSOLIDATED HEARINGS
2300 Yonge St., Ste. 1201
Toronto M4P 1E4
416-323-4806

Under the Consolidated Hearings Act (**CHA**), the **Environmental Assessment Board** holds public hearings in conjunction with the Ontario Municipal Board. This occurs when a proposal requires more than one tribunal hearing under the Acts set out in the Schedule to

the Consolidated Hearings Act, 1981. The Hearings Registrar must receive written notice from the proponent, specifying the nature of the undertaking, required hearings, and governing Acts. The matter is then referred to the Chairmen of the two boards, who establish a joint board for the hearing. The board's decision can be varied or rescinded only by the Lieutenant-Governor-in-Council or, on a question of law, may be appealed to the Divisional Court.

ENVIRONMENTAL APPEAL BOARD MOE 59
112 St. Clair Ave. W., 5th Flr.
Toronto M4V 1N3
416-323-5235
Fax 416-324-4908

The Environmental Appeal Board was established by the Environmental Protection Act, 1971. Under the **Environmental Protection Act**, the **Ontario Water Resources Act**, and the **Pesticides Act**, individuals or corporations who are directly affected by a decision of a director can appeal to the Board. The Board may initiate an appeal hearing to confirm, alter or revoke the decision of the director or may substitute its opinion for that of the director.

ONTARIO WASTE MANAGEMENT CORPORATION MOE 60
2 Bloor St. W., 11th Flr.
Toronto M4W 3E2
416-923-2918
Toll-free 1-800-268-1179

Regional Office
Village Square Mall
Highway 20 and Industrial Rd.
Smithville L0R 2A0
416-957-2367
Toll-free 1-800-668-9410

The Ontario Waste Management Corporation (**OWMC**) was established in 1981 by the Ontario Government to develop and implement a liquid **industrial** and **hazardous wastes** management system for the province. OWMC also provides information assistance to industry in the reduction, **recycling** and reuse of wastes, and plans to implement a program to enhance the collection and transfer of waste in the province.

A five-phase facilities development process was designed to address the complex issues surrounding the management of Ontario's hazardous wastes. In addition to analyzing the characteristics, quantities and sources of hazardous wastes generated in Ontario, this process consisted of four other major activities: determine deficiency of treatment and disposal capacity in the province; evaluate and select the best available technologies for the treatment and disposal of Ontario's wastes; conduct a step-by step procedure for the selection of a preferred site or sites; and evaluate the impact the proposed facility will have on the site and the surrounding environment.

In September 1985, the Corporation selected a site in the Township of West Lincoln, Regional Municipality of Niagara, after evaluating more than 150 possible locations. This decision was the result of a three and a half year site selection process and was followed by a detailed site and site vicinity examination to confirm that the West Lincoln site was a suitable location. OWMC proposes to build and operate a modern industrial waste treatment and disposal facility on the site.

A draft Environmental Assessment (EA) was submitted to the Ministry of the Environment in February 1988 and circulated to other government ministries, agencies and the public for their review. The final EA was reviewed once again by all government ministries and agencies and a Notice of Completion was issued to OWMC by the Ministry of the Environment in September 1989. A formal hearing before a Joint Board under the Consolidated Hearings Act began in February, 1990.

PESTICIDES ADVISORY COMMITTEE MOE 61
135 St. Clair Ave. W., 9th Flr.
Toronto M4V 1P5
416-323-4552

This committee advises the Minister of the Environment on matters pertaining to pesticides. It annually reviews the **Pesticides Act** and Regulations, and government publications respecting pesticides and the **control** of **pests**. The committee also recommends classifications for all new **pesticide** products prior to their marketing and use in Ontario; administers and evaluates the results of a **research** program on pesticides; and publishes an annual report which is available to interested parties upon request. For other Ministry publications on pests and pest control, and information on pesticide licencing, contact the Hazardous Contaminants Branch, Pesticides Section.

RECYCLING ADVISORY COMMITTEE MOE 62
19 King St. W., 9th Flr.
Hamilton L8N 3Z9
416-521-7578

The Recycling Advisory Committee was formed by Government Order-in-Council in 1985 to advise the Minister of the Environment on measures promoting the establishment of multi-material source separation programs. Advice is also provided on matters relating to carbonated soft-drink containers regulations, Ontario Regulations 622, 623 and 633 (Environmental Protection Act, O.Reg. 623/85).

ENVIRONMENTAL COMPENSATION CORPORATION MOE 63
2300 Yonge St., Ste. 1203
Box 2382
Toronto M4P 1E4
416-323-4826
Fax 416-323-2754

The Environmental Compensation Corporation (**ECC**) is an Ontario Crown Corporation established on November 29, 1985 to handle applications for **compensation** when loss or damage results from spills of **pollutants**. The ECC may authorize appropriate compensation payments for bodily injury, cleanup cost, property damage and economic loss. Spill victims must notify the ECC in writing as soon as possible. Victims include those damaged by a spilled pollutant which they neither owned nor controlled, and owners and controllers of the spilled pollutant who were not liable at common law but paid compensation under Part IX of the Environmental Protection Act. The ECC has information brochures available to assist victims.

MISA ADVISORY COMMITTEE MOE 64
112 St. Clair Ave. W., Ste. 502
Toronto M4V 1N3
416-965-1400

The MISA (Municipal-Industrial Strategy for Abatement) Advisory Committee was formed by Order-in-Council in November 1986. This committee provides advice and recommendations to the Minister of the Environment on the content of draft regulations relating to the monitoring and control of waste water effluents. The draft monitoring and limits regulations are prepared by industrial and municipal sectoral Joint Technical Committees under the direction of the MISA Office, Water Resources Branch. The committee's eight members review draft regulations and other issues on request, and provide an expert "third party" opinion. The Advisory Committee publishes an annual report which includes a compendium of advisory correspondence, and is available to interested parties upon request. A small library of MISA-related documents is maintained at the Advisory Committee offices.

NIAGARA ESCARPMENT COMMISSION MOE 65
232 Guelph St.
Georgetown L7G 4B1
416-877-5191

The Commission administers a land-use and development **permit** program in the Niagra Escarpment area to ensure that the Escarpment is preserved substantially as a natural **environment** and that development is compatible with that environment.

The Commission is also the main source of **information** for the Niagara Escarpment and the Niagara Escarpment Plan.

Contact the Georgetown office (416-877-5191) for Dufferin County and the Regional Municipalities of Halton and Peel; the Thornbury office (519-599-3340) for the Counties of Bruce, Grey and Simcoe; and the Grimsby office (416-945-9235) for the Regional Municipalities of Hamilton-Wentworth and Niagara. From Toronto and Brampton, call 416-453-2468.

NIAGARA ESCARPMENT DEVELOPMENT CONTROL HEARING OFFICE MOE 66
777 Bay St., 14th Flr.
Toronto M5G 2E5
416-585-7350

This office conducts hearings on appeals of decisions made by the **Niagara Escarpment Commission**.

## ACTS

ACTS MOE 67

The Ministry of the Environment is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Consolidated Hearings Act, 1981
Environmental Assessment Act
Environmental Protection Act

Ministry of the Environment Act
Niagara Escarpment Planning and Development Act
Ontario Waste Management Corporation Act, 1981
Ontario Water Resources Act
Pesticides Act

# MINISTRY OF FINANCIAL INSTITUTIONS

**555 Yonge St., 8th Flr.**
**Toronto M7A 2H6**

The Ministry of Financial Institutions has a two-fold mandate: first, the Ministry regulates financial institutions in a manner which maintains their solvency, protects the interest of the public and ensures confidence in the system through its Financial Standards Program; the second objective is to maximize the economic contribution of the financial institutional sector to the total economic growth of the province.

The Ministry's Financial Standards Program consists of four activities that provide for the regulation, supervision and policy direction of financial institutions operating in Ontario. The focus of the program is to safeguard the interests of the public dealing with the financial service sector while creating a business climate to increase Ontario's domestic and international competitiveness. This is achieved through disclosure to the public of the essential elements of business transactions including the issuing of securities, registration and licensing of persons dealing with the public to ensure competency and honesty in their dealings, and examination and surveillance of the financial standing and practices of firms. In addition, this program provides for the administration of the Motor Vehicle Accident Claims Act in respect of adjustment claims and payment of damages occasioned by the operation of stolen, unidentified or uninsured motor vehicles.

The administrative program encompasses the Deputy Minister's Office, Finance and Administration, Policy and Planning Branch and the Legal Services Branch. Administrative support services are provided by the Ministry of Consumer and Commercial Relations.

## DEPOSIT INSTITUTIONS DIVISION

DEPOSIT INSTITUTIONS DIVISION — MFI 1
555 Yonge St., 6th Flr.
Toronto M7A 2H6
416-326-9263

The Deposit Institutions Division consists of two main areas of responsibility, headed by a Director of Credit Unions and Cooperatives, and a Director of Loan and Trust Corporations.

The Assistant Deputy Minister of the Division, who is the Superintendent of Deposit Institutions, regulates and supervises Ontario's deposit-taking industry in order to ensure high levels of depositor safety.

CREDIT UNIONS AND COOPERATIVES SERVICES BRANCH — MFI 2
555 Yonge St., 6th Flr.
Toronto M7A 2H6
416-326-9300

The Credit Unions and Cooperatives Services Branch, under the Superintendent of Deposit Institutions, administers the **Credit Unions and Caisses Populaires Act** and the **Cooperative Corporations Act**.

The branch enforces compliance with the Credit Unions and Caisses Populaires Act and ensures adherence to sound business and financial practices, through the examination process, to protect the interests of **credit union** and caisse populaire members and their deposits. Standards are established for capital and surplus, assets-liability matching and levels of liquidity. In addition, the branch **incorporates** credit unions, caisses populaires and

**cooperatives**. Deposits in credit unions and caisses populaires are insured with the **Ontario Share and Deposit Insurance Corporation (OSDIC).**

LOAN AND TRUST CORPORATIONS BRANCH MFI 3
555 Yonge St., 7th Flr.
Toronto M7A 2H6
416-326-9000

The Loan and Trust Corporations Branch, under the Superintendent of Deposit Institutions, administers the provisions of the **Loan and Trust Corporations Act** and the **Mortgage Brokers Act**.

The branch **licences** and regulates **loan** companies, **trust companies** and **mortgage brokers**, and answers inquiries from savers and borrowers on proposed registrations. Deposits with Ontario registered loan and trust companies are insured with the **Canada Deposit Insurance Corporation**.

**ONTARIO INSURANCE COMMISSION**

ONTARIO INSURANCE COMMISSION MFI 4
5 Park Home Ave., 4th Flr.
North York M2N 6L4
416-222-2886 (effective until Nov. 30, 1990)

The Ontario Insurance Commission consists of three main branches: the Office of the Deputy Commissioner, the Office of the Superintendent of Insurance, and the Operations Branch.

The Superintendent of Insurance regulates the business of insurance in Ontario by monitoring solvency and the application of fair business practices. The major functions of this office are to licence insurers, agents and adjusters in Ontario; supervise the provincial insurance industry; and administer and enforce insurance laws and regulations. The Superintendent of Insurance has three branches: Examinations, Licensing and Registration and Investigations.

The Superintendent of Insurance administers the provisions of the **Guarantee Companies Securities Act, Insurance Act, Investment Contracts Act, Marine Insurance Act, Prepaid Hospital and Medical Services Act, Registered Insurance Brokers of Ontario Act**, Compulsory Automobile Insurance Act, and **Canadian Insurance Exchange Act, 1986**.

The Deputy Commissioner regulates primarily the business of automobile insurance. The major functions of this office are to review financial and rate filings from insurers; administer the mediation and arbitration process; monitor market conduct and business standards; and administer the Motor Vehicle Accident Claims Fund. This department consists of the following offices: Rates and Classification; Dispute Resolution of No-fault Accident Benefits; Communications; Market Conduct; and the Motor Vehicle Accident Claims Fund.

The Operations Branch administers the day-to-day operational, administrative and financial functions for the Commission.

For inquires after November 30, 1990, call 250-6750.

ARBITRATION BRANCH MFI 5
5 Park Home Ave., 4th Flr.
North York M2N 6L4
416-222-2886 (effective until Nov. 12, 1990)

The Arbitration Branch administers and enforces the mediation and arbitration process between insureds and insurers. Disputes over automobile insurance claims are settled by a mediator and/or arbitrator and provides information to the public.

For inquiries after November 12, 1990, call 250-6750.

RATES AND CLASSIFICATION BRANCH MFI 6
5160 Yonge St., 16th Flr.
North York M2N 6L9
416-250-6750
Toll-free 1-800-465-0011
Fax 416-590-7073

This branch monitors insurance companies' rate filings and classification criterion and interprets regulations to insurers.

MARKET CONDUCT BRANCH MFI 7
SERVICE DEVELOPMENT SECTION
5160 Yonge St., 16th Flr.
North York M2N 6L9
416-250-6750
Toll-free 1-800-465-0011
Fax 416-590-7073

The Service Development Section of the Market Conduct Branch monitors market conduct and business standards, investigates **complaints** against insurance companies, and disseminates information on insurance-related matters to assist **consumers**.

LICENSING AND REGISTRATION MFI 8
BRANCH/EXAMINATIONS BRANCH
5160 Yonge St., 16th Flr.
North York M2N 6L9
416-250-6750
Toll-free 1-800-465-0011
Fax 416-590-7073

The Licensing & Registration and the Examinations Branches licence and regulate the solvency of **insurance** companies. The federal government (Office of the Superintendent of Financial Institutions) regulates federally registered insurers. The branches also **licence** and regulate prepaid **hospital** and **medical** associations, and **mutual benefit** and **fraternal societies**. The branches maintain records to provide information to the public regarding chief agents and addresses of insurance companies.

LICENSING AND REGISTRATION BRANCH/EXAMINATIONS BRANCH AGENTS AND ADJUSTERS SECTION MFI 9
101 Bloor St. W., 8th Flr.
Toronto M5S 2Z5
416-963-0481 (effective until Nov. 12, 1990)

The Agents and Adjusters Section provides for the licensing and regulation of Ontario's life insurance agents, other than life agents, and adjusters. This section also registers salespeople under the Investment Contracts Act.

For inquiries after November 12, 1990, call 250-6750.

MOTOR VEHICLE ACCIDENT CLAIMS FUND MFI 10
101 Bloor St. W., 8th Flr.
Toronto M5S 2Z5
416-963-0501 (effective until Nov. 12, 1990)

The Motor Vehicle Accident Claims Fund (**MVAC**), formerly called the Unsatisfied Judgement Fund, administers the provisions of the **Motor Vehicle Accident Claims Act**.

This branch provides automobile **accident compensation** (max. $200,000) to victims injured by motor vehicles without insurance, and for certain types of property damage. In the case of damage to property not otherwise insured against vehicle impact (e.g. hydro and telephone poles or self-insured municipal property), both the owner and driver of the uninsured vehicle must be identified. A deductible of $100 applies to all property damage claims. The branch also attempts to recover monies from debtors paid out on their behalf.

Effective March 1, 1980, the **Compulsory Automobile Insurance Act requires insurance of automobiles operated in Ontario, and provision of automobile policies for uninsured motorist coverage. Persons covered under the policy must apply to their own automobile insurance company for compensation.**

For inquiries after November 12, 1990, call 250-6750.

## ONTARIO SECURITIES COMMISSION

ONTARIO SECURITIES COMMISSION MFI 11
20 Queen St. W., Ste. 1800
Toronto M5H 3S8
416-597-0681

The Ontario Securities Commission maintains a list of **reporting issuers** and records filings of insider trading, proxy solicitation material, financial statements and take-over bids for the benefit of investors (593-8325). It processes **prospectus** offerings of **securities** and applications for exemption, as well as applications for transfer or release of securities from escrow (593-8234-Solicitors, 593-8242-Accountants). The Commission **registers** and investigates **consumer complaints** about **stockbrokers**, their salespersons and **investment** advisers and commodity futures dealers, their salespersons and advisers. It also investigates complaints about actions by companies affecting the value of securities (593-8284) and answers general questions about **commodity** futures trading (593-8279).

The Ontario Securities Commission administers the following legislation: **Commodity Futures Act; Deposits Regulation Act**; **Securities Act; Toronto Futures Exchange Act, 1983; Toronto Stock Exchange Act, 1982**; certain provisions of the **Business Corporations Act, 1982**; and certain provisions of the **Corporations Act**.

## PENSION COMMISSION OF ONTARIO

PENSION COMMISSION OF ONTARIO MFI 12
101 Bloor St. W., 9th Flr.
Toronto M7A 2K2
416-963-0522

The Pension Commission of Ontario administers the **Pension Benefits Act**, 1987, which requires the **registration** and regulation of all private (i.e., company) **pension** plans covering **employees** in Ontario. Along with encouraging the establishment of new pension plans, the Commission also provides information (including the quarterly P.C.O. Bulletin) and advice to the general public, pension plan administrators and the pension industry regarding Ontario's pension legislation. The Commission does not handle any of the federal pension plans or provincial social service programs.

## ACTS

ACTS MFI 13

The Ministry of Financial Institutions is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index.

Auto Insurance Rates Control Act, 1989
Canadian Insurance Exchange Act, 1986
Central Trust Company Act, 1983
Commodity Futures Act
Compulsory Automobile Insurance Act
Cooperative Corporations Act
Credit Unions and Caisses Populaires Act
Crown Trust Company Act, 1983
Deposits Regulation Act
Guarantee Companies Securities Act
Insurance Act
Investment Contracts Act
Loan and Trust Corporations Act, 1987
Marine Insurance Act
Mortgage Brokers Act
Motor Vehicle Accident Claims Act
Ontario Automobile Insurance Board Act, 1988
Ontario Credit Union League Limited Act, 1972
(unconsolidated and unrepealed)
Ontario Deposit Insurance Corporation Act
Pension Benefits Act, 1987
Prepaid Hospital and Medical Services Act
Registered Insurance Brokers Act
Securities Act
Toronto Futures Exchange Act, 1983
Toronto Stock Exchange Act, 1982

# MINISTER RESPONSIBLE FOR FRANCOPHONE AFFAIRS

OFFICE OF FRANCOPHONE AFFAIRS FRANC AFF 1
Mowat Block, 4th Flr.
900 Bay St.
Toronto M7A 1C2
416-965-3865
Toll-free 1-800-268-7507
(except in area code 807)

The Office of Francophone Affairs provides the policy framework for the development of French language initiatives and services throughout the Ontario Government. The office is the prime advisor to the government, through the Minister Responsible for Francophone Affairs and the Premier, on the development and implementation of **French language services** and on relations with the **Franco-Ontarian** community. The office offers **grants** to assist community services or activities for francophones. It provides **information** about the French Language Services Act.

## ACTS

ACTS FRANC AFF 2

The Minister Responsible for Francophone Affairs administers the Act listed below.

French Language Services Act, 1986

# MINISTRY OF GOVERNMENT SERVICES

**Ferguson Block**
**77 Wellesley St. W.**
**Queen's Park, Toronto M7A 1N3**

Created in 1972 to combine the functions of former departments, including Public Works, the Ministry of Government Services has gradually broadened its responsibilities and mandate over the years. Today, the Ministry is concerned with virtually every aspect of the Ontario Government's "working environment", including building design and management, computers and telecommunications, supply and services, purchasing, and employee benefits. Clients include all provincial ministries, agencies, boards, commissions and the general public.

Centralized services such as collective purchasing, assets disposal, payroll, translation, government mail, central collection and Citizens' Inquiry are available.

The Ministry is responsible for ensuring that provincial real property supports the government's social and economic objectives and programs. Additional responsibilities include planning and marketing of provincial lands not required for ministries' program needs, and administration and sale of mortgages available under various provincial housing programs.

Accommodation for the Ontario Government, which accounts for the bulk of the Ministry's budget and staff, includes construction, renovations, repairs, maintenance and leasing of buildings which house government operations.

The Ministry is also responsible for government-wide coordination of relocations, a key component of the government's economic diversification initiatives. The program involves relocating several ministries' head office programs to selected areas of the province.

Information technology services and products, including computers, telephones, data transmission facilities and audio and video technologies, are provided by the Ministry. Its three major computer centres, with 8,500 terminals, handle the majority of the government's shared data processing.

The Ministry has four divisions, as well as, a Communications Services Branch. The four divisions are: Realty Group, Computer and Telecommunication Services, Supply and Services, and Finance and Administrative Services.

## DEPUTY MINISTER'S OFFICE

### COMMUNICATIONS SERVICES BRANCH — MGS 1

Ferguson Block, 12th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-6683

The Communications Services Branch provides communications support to the Minister, Deputy Minister and program areas. Branch coordinators provide internal and external communications services including communications planning, consultation, media liaison, special events, photographic services, speech writing, news releases, audio-visual presentations and publications.

Seminars and workshops are organized by the branch to assist Ministry staff in providing high quality customer service to clients.

The branch is also responsible for the Government of Ontario **Art** Collection, valued at approximately $15 million. A curator (965-6824) handles cataloguing of original paintings

and sculptures, conservation and **exhibition** of the collection, serves as a member of the Art Advisory Committee and undertakes international culture promotion programs.

The **Media Studio** (965-1164), located in the Legislative Building for the use of Members of Provincial Parliament, reports to the branch.

LEGAL SERVICES BRANCH MGS 2
Ferguson Block, 8th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-1141

Legal services are provided to the Ministry by this branch in the areas of conveyancing and contracts, e.g. the acquisition (including **expropriation**), sale and lease of **land, buildings** negotiation and formulation of building contracts, and contracts for goods and services. The branch offers legal opinions to the Ministry on its areas of responsibility, and provides litigation services in the collection of outstanding accounts.

**FINANCE AND ADMINISTRATIVE SERVICES DIVISION**

FINANCE AND ADMINISTRATIVE SERVICES DIVISION MGS 3
Ferguson Block, 12th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-7736

The division provides a wide range of administrative support services for Ministry programs, including: human resources, audit, finance and office services, information technology, policy coordination and strategic planning services. It also holds administrative responsibility for the Office of the Lieutenant Governor, Ontario Women's Directorate, Office For Disabled Persons, and Office of Senior Citizens Affairs.

POLICY AND PLANNING SECRETARIAT MGS 4
Ferguson Block, 7th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-5690

The Policy and Planning Secretariat provides advisory support service to the Ministry in policy analysis and coordinates responses to the Ombudsman, strategic planning, activity review and administrative policies and procedures. The Secretariat deals with Cabinet Office and committees regarding policy matters, maintains contacts with policy and planning organizations in other ministries and jurisdictions, coordinates non-commissioned polls for the government, revises the MGS Policies and Procedures manual on an ongoing basis, and publishes "Outlook" and "Strategic Direction" annually. The Secretariat includes the **Freedom of Information** Office (965-3342) which administers the Freedom of Information and Protection of Privacy Act within the Ministry and the **French Language Services** Office (965-0803) which provides advice to managers on the French Language Services Act.

FINANCE AND OFFICE SERVICES BRANCH MGS 5
Ferguson Block, 9th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-2153

The Finance and Office Services Branch provides financial and administrative support to the Ministry and other clients.

Financial Services is responsible for the treasury, controllership, payment and revenue control functions, including financial liaison with the Management Board of Cabinet, Treasury, Provincial Auditor and other ministries, boards, commissions, and agencies. It also provides administrative/financial support to the special offices.

Office Services handles centralized purchasing, records management, Ministry of Government Services office accommodation, asset control and employee parking.

AUDIT BRANCH MGS 6
George Drew Bldg., 13th Flr.
25 Grosvenor St.
Toronto M7A 1Y6
416-965-4806
Fax 416-324-7328

This branch provides professional internal auditing services to management through an objective assessment of the adequacy of internal controls and the effectiveness of practices, systems and procedures under which Ministry programs and activities operate.

SYSTEMS BRANCH MGS 7
Ferguson Block, 4th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-4771
Fax 416-965-3745

The Systems Branch is responsible for the development, implementation and maintenance of information **technology** in support of Ministry programs. In addition, the branch provides internal consulting, training and advisory services related to information technology.

HUMAN RESOURCES SERVICES BRANCH MGS 8
Ferguson Block, 8th Flr.
77 Wellesley St., W.
Queen's Park, Toronto M7A 1N3
416-965-1146
Fax 416-324-4905

The branch is responsible for providing a wide range of human resources services to the Ministry and other client organizations

Human Resources Operations Section provides services in the area of; recruitment; organizational design; classification; pay administration; grievance administration; employee relations; special employment; payroll and personnel records; employee recognition; employee relations committee; benefits; and policy development.

Organization Development Section is responsible for coordinating human resources planning, training and development, as well as, executive development programs for the Ministry.

**Employment Equity** Section plans, coordinates and monitors initiatives supporting workplace equality for visible minorities, aboriginals, francophones, women and persons with disabilities.

Health and Safety Section provides advice, guidance and training on occupational health and safety legislation as it applies to the Ministry as an employer. The branch is also responsible for providing policies, procedures and guidelines on a wide range of personnel matters.

## SUPPLY AND SERVICES DIVISION

SUPPLY AND SERVICES DIVISION MGS 9
Ferguson Block, 12th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-1206

The Supply and Services Division provides a range of common support services which promote effective delivery of Ontario Government programs, a safe working environment, and access to government for the general public and supplier community.

HUMAN RESOURCE INFORMATION SERVICES BRANCH MGS 10
101 Bloor St. W., 2nd and 10th Flrs.
Toronto M5S 1P7
416-965-6339 2nd Flr.
416-965-8907 10th Flr.

25 Grosvenor St., 15th Flr.
Toronto M7A 1R1
416-965-6541

The Human Resource Information Services Branch (**HRIS**) is responsible for operating and maintaining IPPEBS (Integrated Payroll Personnel and **Employee** Benefits System) family of systems including **CARS** (**Central Attendance Recording System**) and **PENPAY** (**Pension Payroll**). It replaces **IPPEBS** with the **CORPAY** (**Corporate Payroll** System).

There are seven sections in the branch: Branch Control; Operations and Branch Technology; Applications Support; Client Services; Corporate/Branch Services; CORPAY Acceptance Testing and CORPAY Development.

All ministries and central agencies receive a variety of services from the branch, including cheques, paylists, work history data, **pension** contribution data, T-4 income **tax** forms, and **statistical** analysis. Inquiries should be directed to each Ministry's Human Resources or Payroll offices or to the Special Services Analysts at 965-6541.

EMPLOYEE HEALTH AND SAFETY SERVICES BRANCH MGS 11
880 Bay St., 5th Flr.
Toronto M7A 1N3
416-965-7350

The Employee Health and Safety Services Branch provides client ministries with employee counselling, and health education and safety services.

Employee Counselling Services (965-5161) offers confidential **counselling** and referral to employees of the **Ontario Public Service** (OPS). Other activities include coordinating an

interministerial program of **rehabilitation** services for OPS employees experiencing long-term illness and/or **disability**; consulting with employees on child care issues and information; and providing training and individual consultations to managers, supervisors and human resource administrators in dealing with work performance problems.

Occupational Health Services (965-6751, Rm. M1-73 Macdonald Block, Queen's Park, Toronto M7A 2C1) provides **health** surveillance programs for employees exposed to potentially **hazardous substances**. Health education and wellness programs are offered to public servants across the province e.g. back care, stress management, AIDS information, fitness for computer users. Consultation on occupational health and safety matters, including workplace visits and confidential individual health counselling are also provided. Health counselling is available daily by appointment in Room M1-73 Macdonald Block and also on specific days at other locations.

Medical Consulting Services (965-6751 Room M1-73 Macdonald Block, Queens Park, Toronto M7A 2C1) provides ministries with consulting services in occupational medicine and other health related matters.

The Safety Services Section (965-6517) provides, upon request, occupational **safety** services and advice to Ontario Government ministries. Building fire safety inspections are conducted in government owned and leased premises. The section also develops evacuation plans, in cooperation with building occupants. Building air quality testing and monitoring are undertaken, as appropriate, and on request. Services are provided by safety officers in Guelph, Thunder Bay, Sudbury, Kingston and Toronto.

EMPLOYEE PENSIONS AND BENEFITS ADMINISTRATION BRANCH — MGS 12
George Drew Bldg., 17th Flr.
25 Grosvenor St.
Toronto M7A 1R1
416-326-3860

The Retirement and Benefit Plan Administration Section (326-3860) administers pension and **benefit plans** for employees and former employees of the **Ontario Public Service** (OPS) and its agencies in accordance with the **Public Service Pension Act**, the **Pension Benefits Act** and various insurance contracts. Current and retired OPS employees and dependent survivors are informed of the benefits available.

PURCHASING SERVICES BRANCH — MGS 13
SUPPLIER INFORMATION SERVICE
Ferguson Block, 6th Flr.
77 Wellesley St. W.
Toronto M7A 1N3
416-965-6937

The Supplier Information Service (SIS) is a central common service. This section implements and manages a common supplier registration program that includes a common coding structure for goods, services and suppliers. With the use of a computer system, information on suppliers, commodities and services is continually collected, managed and made available to buyers throughout the government.

PURCHASING SERVICES BRANCH MGS 14
COLLECTIVE PURCHASING SECTION
Ferguson Block, 6th Flr.
77 Wellesley St. W.
Toronto M7A 1N3
416-965-4751

This section provides a corporate procurement service by developing and administering Collective Purchasing Arrangements (CPA's) for commonly used goods and services including business machines, paper products, furniture, clothing, general commodities and services such as the Travel Accommodations/Car Rental Directory. The use of the service is mandatory for furniture and furnishings.

PURCHASING SERVICES BRANCH MGS 15
OFFICE PRODUCTS CENTRE
99 Adesso Dr.
Concord L4K 3C7
416-660-5876

The Office Products Centre (OPC) provides an optional central common services. The services include procurement and distribution of a variety of commonly used office products, office supplies and equipment, priority stock furniture items, business cards, standard government forms, giftware and **souvenirs**-(via OPC forms #7540-1002) to all ministries and agencies of the Ontario government.

**SOUVENIR OUTLETS**

Ellen Fairclough Bldg.
119 King St. W.
**Hamilton L8N 3Z9**

Ministry of Revenue Bldg.
33 King St. W.
**Oshawa L1H 8H5**

*Access Ontario*
10 Rideau St.
**Ottawa K1N 9J1**

Ontario Government Bldg.
199 Larch St.
**Sudbury P3E 5P9**

Ontario Government Bldg.
435 S. James St.
**Thunder Bay P7C 5G6**

PURCHASING SERVICES BRANCH MGS 16
PRINTING SERVICES
Ferguson Block, 6th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-3004

The Printing Services Section provides consulting, purchasing and production services for a wide range of printing requirements. An in-house print shop services the ministries on a charge-back basis.

PURCHASING SERVICES BRANCH MGS 17
SURPLUS ASSETS MANAGEMENT
99 Adesso Dr.
Concord L4K 3C7
416-660-2920

As a mandatory central common service, Surplus Assets Management (SAM) is responsible for providing an efficient and effective mechanism for the disposal of government's **surplus** movable assets. The fundamental objective of this service is to maximize utilization of corporate assets through recycling of serviceable items, and to realize the highest return for the province through the sale of assets that cannot be reused.

Cash and Carry sales of surplus equipment and material are periodically organized for the public and **charitable organizations**. An Assets Disposal Warehouse has opened in Sudbury for recycling and disposal of surplus office furniture, equipment and materials.

PURCHASING SERVICES BRANCH MGS 18
PUBLIC TENDERS OFFICE
Macdonald Block, Rm. M1-43A
900 Bay St.
Queen's Park, Toronto M7A 1N3
416-965-1152
Fax 416-965-9307

The Public **Tenders** Office ensures fair competition in the award of government contracts and provides a central tendering facility to all government offices. Use of the service is not formally defined, however, the MGS construction, renovation, operation and maintenance contracts valued in excess of 150,000 are usually tendered through this office. This service is also used by a number of client ministries.

INFORMATION SERVICES BRANCH MGS 19
Ferguson Block, 7th Flr.
77 Wellesley St. W.
Queen's Park Toronto M7A 1N3
416-965-4900

The Information Services Branch provides essential information and related services to client ministries and the public. These include: Government Mail Service (which handles regular mail, mass mail, courier and messenger services); Access and Inquiry Services; Translation Service; Publications Ontario (which markets and distributes Ontario government publications); and Records Centre Services.

Services are described individually in the entries that follow.

INFORMATION SERVICES BRANCH MGS 20
RECORDS CENTRE SERVICES
3215 Erindale Station Rd.
Mississauga L5C 1Y5
416-279-5493

The Records Centre serves as custodian and provides secure storage and retrieval services for the inactive **records**, hard copy, computer tape and microfilm of all ministries and agencies. The centre also liaises with the Archives of Ontario to safeguard records with long-term research significance.

INFORMATION SERVICES BRANCH MGS 21
GOVERNMENT MAIL SERVICE
Macdonald Block, 2B-18
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-6902

Government Mail Service is responsible for pick-up and distribution of incoming and outgoing mail to and from the Canada Post Corporation, and inter-ministry mail in Metro Toronto. This office also provides a contractual mail service on a charge-back basis, which includes a mailing list service and a mass mail operation consisting of addressing, labelling, folding and inserting mail. Emergency **mail service** is coordinated during postal disruptions.

INFORMATION SERVICES BRANCH MGS 22
TRANSLATION SERVICE
Ferguson Block, 7th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-2891

This section provides ministries and Schedule I agencies with mandatory and/or optional **translation** services from English to **French** and French to English on a charge-back basis. It also provides ministries with linguistic services, such as standardization of official French terminology, and advice on private sector suppliers of translation services.

INFORMATION SERVICES BRANCH MGS 23
ACCESS AND INQUIRY SERVICES
Macdonald Block, Room M1-51
900 Bay St.
Queen's Park, Toronto M7A 1N3
416-965-3535

Access and Inquiry Services Section manages the Citizens' Inquiry Bureau, Access Ontario, the Queen's Park Switchboard, and Databases and Directories.

**Citizens' Inquiry Bureau** is a bilingual information and referral service for government programs and services. It serves the public directly, and acts as a resource for government offices, MPPs, community information centres, libraries and private organizations. In the Toronto area call 965-3535; collect calls are accepted from other locations within Ontario. The Bureau administers **Ontario 20**, a write-in program for accessing government in languages other than English and French. A TDD (Telecommunication Device for the **Deaf**) service allows the hearing impaired to access information on government services and programs. The TDD service may be reached by calling 965-5130 in Toronto or by dialing 1-800-268-7095 from all other locations.

**Access Ontario** (Rideau Centre, 50 Rideau St., Ottawa K1N 9J7, 613-238-3630, Fax 613-787-4055) is a storefront Ontario Government office, operating a bilingual **information** and referral service for telephone, walk-in and written inquiries. It offers a range of free and priced **publications**, sells Ontario Government **souvenirs**, and displays exhibits on various government and community programs throughout the year. Access Ontario is open 6 days a week, from 9:00 am to 6:00 pm on Monday, Tuesday and Wednesday, and from 9:00 am to 9:00 pm on Thursday and Friday. On Saturday, the office is open from 9:30 am to 1:00 pm and from 2:00 pm to 6 pm. Outside the Ottawa calling area, ask the operator for Zenith Ontario. For hearing or speech impaired callers, the TDD number is 613-787-4043.

**Queen's Park Switchboard** (965-6664) provides a 24-hour **telephone** switchboard service for the Government of Ontario. Teleconferencing service (963-2266) is provided to government personnel by appointment from 8:00 am to 6:00 pm, Monday to Friday, and at other times by special arrangement.

**Databases and Directories** (965-7135) collects and assembles non-confidential information for identifying and locating Ontario Government programs, services, organizations and personnel. This information is offered in published and electronic form to facilitate internal and public access to the Ontario Government.

Two inquiry service systems are available to help ministries answer public inquiries. **GUIDE** is an online service which contains data on government offices, services and personnel. **TOPICS** is printed reference material which provides provincial, federal, municipal government and non-government sources of information. Published directories include the **Government of Ontario Telephone Directory** and the **KWIC Index to Services**. A French language directory, entitled **Repertoire**, will be published in June 1990, to assist francophones in Ontario to access provincial government programs and services. The capability exists to publish custom telephone **directories**, and provide information in electronic form.

INFORMATION SERVICES BRANCH MGS 24
PUBLICATIONS ONTARIO
880 Bay St., 5th Flr.
Toronto M7A 1N8
Mail Order: 416-326-5300
Toll-free 1-800-668-9938

Publications Ontario maintains an inventory of Ontario government **publications** for distribution to the public, other ministries and public libraries through a province-wide library depository system. Free or priced publications, including **Hansard, Ontario Gazette**, and **legislation (bills** and regulations), can be obtained by personal shopping at the outlets listed below. For mail order inquiries, in Toronto call 326-5300; from other communities, call toll-free 1-800-668-9938. Prepayment is required. Cheques should be made payable to the Treasurer of Ontario; Visa and Mastercard are accepted.

**PERSONAL SHOPPING**

*Access Ontario*
50 Rideau St.
**Ottawa K1N 9J7**

*Renouf Publishing Company*
61 Sparks St.
**Ottawa K1P 5R1**

*Publications Ontario*
880 Bay St
**Toronto M7A 1N8**

*Windsor Public Library Bookstore*
850 Ouellette Ave.
**Windsor N9A 4M9**

GENERAL SERVICES BRANCH MGS 25
George Drew Bldg., 16th Flr.
25 Grosvenor St.
Toronto M7A 1R2
416-965-2906
Fax 416-324-4860

The General Services Branch provides Ontario Government ministries with operational support services, including collection service, insurance and risk management, preparation of

official documents and employee volunteer programs. These services are described individually in the entries that follow.

GENERAL SERVICES BRANCH MGS 26
EMPLOYEE VOLUNTEER PROGRAMS
101 Bloor St. W., 4th Flr.
Toronto M5S 2Z7
416-965-6489
Fax 416-324-6772

Employee Volunteer Programs organizes the Employee United Way campaigns throughout the Province of Ontario. This office also coordinates Employee Blood Donor Clinics and the Federated Health campaign within the Metro Toronto region.

GENERAL SERVICES BRANCH MGS 27
CENTRAL COLLECTION SERVICE
880 Bay St., 5th Flr.
Toronto M7A 1N3
416-326-0500
Toll free 1-800-387-5604
In Area Codes 705, 519, 613, 416
Fax 416-326-0526

Central Collection Service (CCS) collects **debts** owing to the government and tenders out contracts to private collection agencies.

GENERAL SERVICES BRANCH MGS 28
INSURANCE AND RISK MANAGEMENT SECTION
George Drew Bldg., 1st Flr.
25 Grosvenor St.
Toronto M7A 1N3
416-965-6254
Fax 416-965-5165

The Insurance and Risk Management Section **purchases insurance** for the government, and advises all Ontario ministries and special purpose bodies on insurance coverage, excluding employee benefits. For information on Ontario Government employee benefits, call Employee Pensions and Benefits Administration Branch (326-3860).

GENERAL SERVICES BRANCH MGS 29
OFFICIAL DOCUMENTS SECTION
Hearst Block, 3rd Flr.
900 Bay St.
Queen's Park, Toronto M7A 1N3
416-965-5741
Fax 416-324-4904

The Official Documents Section prepares, records, **microfilms**, searches, and makes copies of official Ontario **documents**, e.g., **land** patents. For details of land patents, contact the Ministry of Natural Resources (965-1319). Notarized documents and **affidavits** are **certified** by the section. The Scrolls Office (965-5733) prepares congratulatory **scrolls** for Ontario citizens, on request, to acknowledge 80th birthdays and over, 40th wedding anniversaries and over at five year intervals, or other significant accomplishments of individuals, municipalities

and organizations. It also prepares **Certificates of Appointment** under the Great Seal of the Province of Ontario and the **Privy Seal of the Lieutenant Governor.**

## COMPUTER AND TELECOMMUNICATION SERVICES

COMPUTER AND TELECOMMUNICATION SERVICES — MGS 30
155 University Ave.
Toronto M5H 3B7
416-865-5000

Computer and Telecommunication Services (CTS) delivers Ontario Government programs through the application of information **technology**.

Through the **Ontario Communications Network**, CTS provides the provincial government with a range of specialized **telecommunication** services such as audio and video **teleconferencing**, **facsimile** and **radio** communication systems. Ontario Government employees have access to low-cost inter-city calling for government business.

CTS operates two shared computing centres. Thousands of terminals throughout the province are linked to these facilities through the Ontario Government's data network. These centres provide on-line information to police departments; support province-wide driver and vehicle licensing offices and government payroll; and provide processing services and information storage and printing to ministries and government agencies. CTS supports **computer** processing on customers' sites (facilities-managed sites) and undertakes the acquisition, implementation, operation, and management of such facilities.

Customer Product Support maintains the **software products** necessary to operate the data centres and facilities-managed sites (located on clients' premises), and supports specialized software packages to meet its customers' requirements in data base management, **statistical** analysis, and financial planning. For information, call the Customer Product Support Coordinator at 865-4709.

**Education** Services provides clients with information technology instruction and training in mainframe programs, microcomputer products, word processing, office automation, telecommunications, etc. All education courses can be customized, on request, to suit specific client needs. For more information, call the Education Services Registrar at 865-4794.

Customer Support offers advice on shared computer processing, facilities-managed computer operations, data base systems, **office automation**, computerized telephone systems, and distributed computer systems. Customer Support works with clients to develop and deliver effective solutions to business needs. For more information, call the Customer Support Manager at 865-4833.

The Service Desk provides one-window access to customers' service needs. It offers problem resolution support for CTS mainframe hardware, software, the Ontario Communications Network, Job Control Language, and production and utility services. All Service Desk inquiries are tracked, from the time they are made, until they are resolved, to provide the highest service levels possible. Customers can reach the **Service Desk** at 963-3900.

CTS is in the process of implementing digital **telephone** systems in Ontario Government offices. These advanced systems provide convenient features at a low cost to the government. For information on the program, call the Manager of Acquisitions at 865-4701.

## ASSISTANT DEPUTY MINISTER-REALTY GROUP

REALTY GROUP MGS 31
Ferguson Block, 12th Flr.
77 Wellesley St., W.
Queens Park, Toronto M7A 1N3
416-965-7757
Fax 416-965-8302

The Realty Group provides accommodation and real estate services for ministries and agencies of the Ontario Government. The activities include the planning, design, construction, leasing, acquisition, sale, mortgage administration, land and property management services for government-owned and leased facilities.

The Ontario Mortgage Corporation (585-3200) is a corporate body reporting to the Minister of Government Services through a Board of Directors and is responsible for administering mortgages and leases made available by the Province of Ontario under various housing initiatives.

The Real Estate Advisory Board through its Board of Directors, provides the Minister of Government Services and the Realty Group with current and market responsive advice on real estate matters.

## LAND MANAGEMENT AND DEVELOPMENT DIVISION

LAND MANAGEMENT AND DEVELOPMENT DIVISION MGS 32
777 Bay St., 16th Flr.
Toronto M5G 2E5
416-585-6730
Fax 416-585-4005

The division provides leadership in the management of public lands to support social and economic objectives of the provincial government; manages land in support of program needs; and acquires, develops and markets provincial real estate in a manner which supports key government initiatives and revenue maximization.

LAND DEVELOPMENT BRANCH MGS 33
777 Bay St., 16th Flr.
Toronto M5G 2E5
416-585-6016

The branch is responsible for the planning and development of **lands** where title is held by the Ministry of Government Services.

Under the Planning Act, the branch seeks approval for official plan amendments, zoning by-laws, subdivision agreements and severances. It also manages external consulting and contracting services.

LAND MARKETING BRANCH MGS 34
777 Bay St., 16th Flr.
Toronto M5G 2E5
416-585-6770
Fax 416-585-4005

The Land Marketing Branch is responsible for the marketing and sale of provincial real estate for residential, commercial and industrial development. Activities include developing financial and economic strategies and plans, and providing market analysis. The branch also handles the legal administration and sale of acquired properties, as well as the **Agricultural Land Sales Program**.

LAND MANAGEMENT BRANCH MGS 35
777 Bay St., 15th Flr.
Toronto M5G 2E5
416-585-4212

The Land Management Branch performs **appraisals, surveys**, **negotiations** and **expropriations** for the acquisition of real estate. The Surveys and Documents Section is located in the Ferguson Block, 77 Wellesley St. W., Toronto M7A 1N3 (965-6748).

The branch also provides property management services for the Ministry's revenue producing properties under lease to private tenants. There are three field offices: Green River, P. O. Box 190, Hwy. 7, Pickering L1V 2B4, 683-7611; Jarvis, P. O. Box 40, Jarvis N0A 1J0, 519-587-2276; and Picton, P. O. Box 1060, Picton K0K 2T0, 613-476-7905. The Central, Eastern and Parkway Belt West offices are located at 777 Bay St., 15th Flr., Toronto M5G 2E5 (585-7129).

The **Home Owner Employee Relocation Plan** section assists employees of the Ontario Public Service, transferred to other work locations in Ontario, in selling their homes. This section is located at 777 Bay St., 15th Flr., Toronto M5G 2E5 (585-7612).

## PROGRAM DEVELOPMENT AND MANAGEMENT DIVISION

CORPORATE MANAGEMENT AND MORTGAGE BRANCH MGS 36
Ferguson Block, 13th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-963-2674
Fax 416-324-4504

The Corporate Management and Mortgage Branch provides specific strategic, financial, administrative and technical support to the Realty Group and the Ontario Mortgage Corporation. Activities include: strategic direction in the management of human, financial and technological resources; monitoring and evaluating corporate activities; developing and managing information and office systems; and handling mortgages and leases committed under various government lending programs.

The **Ontario Mortgage Corporation** provides **mortgage** financing under Ministry of Housing programs such as Low-Rise Rehabilitation and Convert-to-Rent, and administers other programs such as **Ontario Renter-Buy** and **Ontario Rental Construction Loan**.

The branch also administers the **Accommodation Management Information System (AMIS)** which provides information on government-owned and leased premises to all ministries.

There are four sections within the branch: Corporate Planning, Realty Finance, Mortgage Programs (62 Wellesley St. W., Toronto M7A 1N3, 585-3200, Fax 324-3610) and Information Technology (Ferguson Block, 13th Flr., 77 Wellesley St. W., Toronto M7A 1N3, 965-6815, Fax 324-4504).

PORTFOLIO MANAGEMENT BRANCH MGS 37
Ferguson Block, 13th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-9989

Through the development of strategies and application of long-term planning methods, the Portfolio Management Branch seeks to optimize the real estate portfolio of land and buildings used to accommodate the provincial government's directly operated programs. Corporate leadership is also provided in developing policies, related to the use of owned and leased government accommodation, that support government objectives.

The branch offers planning expertise and consultation on **accommodation** planning, upon request, to all parts of the Ministry of Government Services, other provincial ministries and their agencies.

CLIENT SERVICES BRANCH MGS 38
Ferguson Block, 13th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-0655/3804

The Client Services Branch assists client ministries in identifying their short and long-term **accommodation** requirements. It also provides accommodation delivery, and a focal point for all communications with clients regarding branch programs.

**PROPERTY MANAGEMENT DIVISION**

PROPERTY MANAGEMENT DIVISION MGS 39
Ferguson Block, 5th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-963-1555

The Property Management Division represents the Ministry province-wide through Regional and District offices which provide operational maintenance, repair, alterations and construction services to Ontario Government-owned **buildings**; information on other Ministry services; efficient and effective direction, control and management of the province's lease portfolio; and coordination of new leases on behalf of ministries and agencies.

The **Leasing Services Branch** (965-4777) is responsible for the Government's province-wide leasing **accommodation** and administrative program for all ministries and many government-sponsored bodies. Its primary concerns are to negotiate the acquisition of leased space at competitive rates on a timely basis, to coordinate lease projects from their initiation to the occupation of facilities by the client Ministry, to finalize lease documents so as to avoid lease entanglements, to administer leased space and lease-purchase agreements.

The **Central Operations Branch** (963-2202) consists of six sections. Program Planning and Advisory Services provides managerial and technical program planning and development, policy and procedure development, training, and staff development. The Waste Management

Section provides management and coordination services to realize the provincial waste management targets of a 25% reduction in solid wastes from government facilities by 1992 and 50% reduction by the year 2000. The Program Support Section furnishes centralized financial, administrative and operational services (including food services coordination, and parking administration). The Space Management Section provides space analysis, planning and allocation, and space supply/demand monitoring. The Elevating Devices Section supplies equipment assessment, maintenance and elevator design services. The Moving Services Section provides **moving** coordination, inspection and client accommodation realignments.

The Ministry ensures the division's responsiveness to client ministries' accommodation needs by placing responsibility in four regions (Toronto, Eastern, Southwestern and Northern) which oversee the operations of district and area offices.

Regional and District staff have responsibility for the operation, maintenance and repair of building structures, heating, ventilation, air-conditioning and electrical systems. Cleaning, **security**, grounds maintenance (**horticultural** service) and common administrative services in consolidated government office buildings within the appropriate geographic area are provided by the staff. They also administer **tendering**, supervision of construction of minor capital projects, and alterations and improvements for both leased and government-owned buildings.

By offering guidance and counselling to other ministries, contractors and service suppliers, regional and district office staff develop a closer communications link with the program specialists at Queen's Park. The district offices oversee day-to-day cafeteria operations, supplier tendering and contract administration for **food** services in provincial court houses and office buildings occupied by government ministries.

Toronto Region provides housekeeping, maintenance and support services to the Lieutenant Governor and the offices of the Premier, the Speaker and Members of Provincial Parliament in the **Legislative** Building.

Regional and district staff also respond to **emergency** situations requiring the protection of staff, the public and government-owned buildings.

Regional and District Offices are listed below:

**TORONTO REGION**

*Toronto Regional Office*
880 Bay St., 7th Flr.
**Toronto M7A 1R1**
416-965-0700
Fax 416-963-3456

*Legislative Building*
Legislative Bldg., Rm. B29 C
**Queen's Park, Toronto M7A 1A2**
416-965-6415
Fax 416-965-9332

*Design & Construction Section*
178 Queen's Quay E.
**Toronto M5A 1B4**
416-965-6034
Fax 416-965-2115

*Properties Section*
Office and Special Purpose Buildings
32/34 Grenville St.
**Toronto M7A 1N7**
416-965-6811
Fax 416-963-2105

*Purchasing & Finance Section*
32/34 Grenville St.
**Toronto M7A 1N7**
416-965-3771
Fax 416-963-2105

**Southwestern Region**

*Southwestern Regional Office*
City Centre
380 Wellington St., Ste. 1803
**London N6A 5B5**
519-675-7734
Fax 519-675-7739

*Guelph District Office*
53 Victoria Rd. S.
**Guelph N1E 5P7**
519-822-1150
Fax 519-822-3851

*Lakeshore District Office*
171 Judson St.
**Toronto M8Z 1A4**
416-255-2381
Fax 416-255-7169

*London District Office*
900 Highbury Ave.
P. O. Box 5452
**London N6A 4L6**
519-453-3550
Fax 519-453-4261

**Eastern Region**

*Eastern Regional Office*
780 Midpark Dr., Ste. 205
**Kingston K7M 7P6**
613-545-4500
Fax 613-545-4303

*Kemptville District Office*
Concession Rd.
P. O. Bag 2008
**Kemptville K0G 1J0**
613-258-8267
Fax 613-258-8274

*Kingston District Office*
1055 Princess St.
P. O. Bag 8000
**Kingston K7L 5A8**
613-545-4575
Fax 613-548-6608

*Orillia District Office*
24 James St. E.
P. O. Box 790
**Orillia L3V 6K7**
705-325-7403
Fax 705-325-9061

**Northern Region**

*Northern Regional Office*
199 Larch St.
**Sudbury P3E 5P9**
705-675-4175
Fax 705-675-4039

*North Bay District Office*
1353 Gorman St.
**North Bay P1B 2Y3**
705-476-2260
Fax 705-476-4930

*Timmins Area Office*
Hollinger Lane
P. O. Box 520
**Schumacher P0N 1G0**
705-264-2234
Fax 705-267-7195

*Sudbury District Office*
Highway 69 S.
McFarlane Lake
P. O. Box 2520
Postal Station A
**Sudbury P3A 4S9**
705-522-5166
Fax 705-522-1081

*Sault Ste. Marie Area Office*
445 Albert St. E.
**Sault Ste. Marie P6A 2J9**
705-949-4515
Fax 705-949-2482

*Thunder Bay District Office*
500 Algoma St. N.
P. O. Box 3020
**Thunder Bay P7B 5G5**
807-475-1285
Fax 807-344-7171

*Kenora Area Office*
720 Robertson St.
P. O. Box 2840
**Kenora P9N 3X8**
807-468-8918
Fax 807-468-6020

## DESIGN AND CONSTRUCTION DIVISION

DESIGN SERVICES BRANCH MGS 40
Ferguson Block, 11th Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-2108
Fax 416-324-4779

The Design Services Branch provides a complete range of professional architectural, engineering and technical consulting services, as well as, interior design services and research to provide quality working environments for client ministries and agencies. The branch provides economic and technically efficient design services for government occupied **buildings**, facilities and properties; encourages consistency in quality and standards of accommodation; and promotes compliance with building codes, standards and safety practices. The branch also plans, designs and furnishes government buildings and other special use facilities to create working environments which reflect user needs, functional requirements and barrier free design for the physically disabled. It designs intelligent buildings which integrate operations, communications, lighting systems and **energy** management through direct digital control and monitoring systems.

CONTRACT MANAGEMENT BRANCH MGS 41
Ferguson Block, 3rd. Flr.
77 Wellesley St. W.
Queen's Park, Toronto M7A 1N3
416-965-0114
Fax 416-324-4503

The Contract Management Branch supplies contractual **construction** and financial control on capital projects. These projects include the provision of **buildings, accommodation** and other facilities for government ministries and agencies, and the construction of **municipal** services for **land** development.

The branch monitors contract documents for capital construction projects, including land development projects; receives tenders; awards contracts; and supervises construction to ensure compliance with schedules and contract documents (965-6674). Engineering expertise and support are provided for negotiating subdivision agreements with municipalities (324-3606). The branch also certifies progress payments and monitors cash flow; arranges and supervises occupancy by the client ministry; resolves disputes arising from contractual or technical sources; and administers claims under the lien acts. Other activities include liaising with construction and consulting associations, and implementing new procedures for the tendering and operation of construction projects.

The Payment Section processes payment applications for all Ministry construction projects (965-6738). It is responsible for filing Federal Sales Tax refund claims and for the administration of Ministry activities through the Construction Lien Act.

PROJECT MANAGEMENT BRANCH MGS 42
720 Bay St., 4th Flr.
Toronto M5G 2J1
416-326-4850
Fax 416-326-4871

This branch provides project management services for designated accommodation projects. It determines clients' needs, establishes project delivery team, project specifications, budgets and schedules, and ensures project delivery in accordance with policies and standards.

**ACTS**

ACTS MGS 43

The Ministry of Government Services is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

County of Middlesex Act, 1979
Flag Act
Floral Emblem Act
Ministry of Government Services Act, R.S.O. 1980 and Amendments
North Pickering Development Corporation Act, 1974
Official Notices Publication Act
Ontario Land Corporation Act

# MINISTER RESPONSIBLE FOR THE GREATER TORONTO AREA

OFFICE FOR THE GREATER TORONTO AREA GTA 1
20 Bay St., Ste. 1611
Toronto M5J 2N8
416-369-1747
Fax 416-369-1754

The Office for the Greater Toronto Area was established to support the activities of the Government of Ontario, its agencies, the regional and local municipalities of Metropolitan Toronto, Durham, Halton, Peel and York to facilitate the significant growth occurring in the area. Regional participation in the process is through the Greater Toronto Coordinating Committee (GTCC). Members are appointed by the Premier of Ontario.

The office has a proactive and strategic role in assisting with the management of growth and development of the area. A key goal is to promote and develop the Greater Toronto Area as a cosmopolitan, livable and affordable international centre as the population and economy expand.

# MINISTRY OF HEALTH

**Hepburn Block,**
**80 Grosvenor St.**
**Queen's Park, Toronto M7A 1R3**

Created by the Public Health Act of 1882 as the first permanent health care administrative body in the province, the Ministry of Health was originally known as the Provincial Board of Health of Ontario. In 1919, it was transferred from the Department of the Provincial Secretary to the Department of Labour under the Minister of Health and Labour. The Provincial Board became the Department of Health in 1925. In 1930, the Department of Hospitals was established under the direction of the first Minister of Health. Hospitals, sanitoria and mental institutions previously had reported to the Provincial Secretary. The Department of Hospitals became a division of the Department of Health in 1934. Insured hospital services and insured physicians' services, introduced in 1959 and 1966 respectively, were combined under the Ontario Health Insurance Plan (OHIP) in 1972. The Department of Health became the Ministry of Health in 1971.

The Ministry is responsible for ensuring the good health of the Ontario public by administering such programs as health insurance, care for the mentally ill, extended health care, home care services, regulation of hospitals, nursing homes and drug benefits. The Ministry also operates psychiatric hospitals and medical laboratories, and coordinates ambulance services.

## DEPUTY MINISTER'S OFFICE

### LEGAL SERVICES BRANCH — HEALTH 1

Hepburn Block, 10th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1S3
416-965-2477

Legal services provided to the Ministry by this branch include preparation of contracts, provision of opinions, settlement of claims, appearances at court hearings etc.. The branch counsels the Ministry on legal matters, including the interpretation of statutes, regulations, and the preparation and review of proposed legislation, regulations, and other legal matters. The Legal Services Branch is seconded to the Ministry of Health by the Ministry of the Attorney General.

### COMMUNICATIONS AND INFORMATION BRANCH — HEALTH 2

Hepburn Block, 9th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1S2
416-327-4343 Media inquiries
416-327-4327 General inquiries
Toll-free 1-800-268-1153
Toll-free 1-800-387-5559 (TDD)
Fax 416-963-3496 9th Flr.
Fax 416-324-3679 8th Flr.

The Communications and Information Branch gives advice and prepares plans in support of the policies and programs of the Ministry through the production and distribution of **information** to the public, the media and **health** care providers. This is accomplished through the following offices.

Media Relations and Communications Services liaises with print and broadcast media; organizes news conferences; prepares communications strategies, speeches, statements, news releases, and press clippings.

Marketing and Creative Services provides communications and public education programs from the development and implementation of advertising campaigns to the production of displays and exhibits and a wide variety of print materials.

Public Information: The **Health Information Centre** provides information on the programs, services and activities of the Ministry through distribution of pamphlets, posters, information packages, and educational materials on a variety of health topics, and responds to questions about health care and the health care system from the public.

PREMIER'S COUNCIL ON HEALTH STRATEGY SECRETARIAT — HEALTH 3
56 Wellesley St. W., 15th Flr.
Toronto M5S 2S3
416-965-4496

Established December 3rd, 1987, the Secretariat supports the activities of the Premier's Council on Health Strategy which has a mandate to develop a long-term blueprint for health to carry Ontario into the 21st century.

The Secretariat also coordinates the operation of the **Health Innovation Fund**.

## CORPORATE POLICY DIVISION

POLICY DEVELOPMENT BRANCH — HEALTH 4
Hepburn Block, 8th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1R3
416-965-5915
Fax 416-324-4612

The function of this branch is to promote and provide support for corporate planning and policy development. This includes analysis of the **health** care system and its environment from a long-term perspective; liaison with other governments; development of new legislation; and providing staff support for the Ministry's policy committees.

UNDERSERVICED AREA PROGRAM — HEALTH 5
80 Grosvenor St., 8th Flr.
Toronto M7A 1R3
416-963-1176
Fax 416-324-4612

This program provides financial incentives to recruit **health** care professionals to practise in areas of the province designated as underserviced. Incentives are offered to **physicians, dentists**, **physiotherapists, occupational therapists**, speech pathologists, audiologists and **chiropodists**.

Students attending a Canadian university may obtain **bursaries**, in the last two years, for a return of service upon graduation in the following fields: medical, dental, physiotherapy, **speech pathology**, **audiology**, occupational therapy and chiropody.

NORTHERN MEDICAL SPECIALIST INCENTIVE PROGRAM HEALTH 6
80 Grosvenor St., 8th Flr.
Toronto M7A 1R3
416-963-1176
Fax 416-324-4612

The Northern Medical Specialist Incentive Program (**NMSIP**) was established in 1985 to provide **financial** incentives for approved **medical** specialists to locate in larger northern communities and travel to smaller communities in each district. The program operates under the Ministry of Health Act.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE HEALTH 7
Hepburn Block, 10th Flr.
80 Grosvenor St.
Toronto M7A 1R3
416-965-3550

The Freedom of Information and Protection of Privacy Office (FOI) coordinates the implementation of the Freedom of Information and Protection of Privacy Act, within the Ministry of Health. The unit develops policies and procedures and offers an educational program to assist Ministry staff in responding to requests for information. Customer service is an important aspect of the FOI function, since the office processes information applications, reviews severance procedures, offers advice and assistance concerning procedures to program area coordinators, and establishes and collects fees in accordance with the Act. Ministry preparations for appeals are coordinated with the Legal Services Branch and program areas.

FOI liaises with the Office of the Commissioner of Information and Privacy and other Ministry staff to ensure that practices for the collection of personal information comply with the Act. The unit also coordinates the review of existing **legislation** and regulations, identifies conflicts with the Act, and provides recommendations to management. An annual report is submitted to the Minister responsible for the Act and to the Commissioner.

## ASSISTANT DEPUTY MINISTER-COMMUNITY HEALTH AND SUPPORT SERVICES

COMMUNITY HEALTH AND SUPPORT SERVICES DIVISION HEALTH 8
Hepburn Block, 9th Flr.
80 Grosvenor St.
Queens Park, Toronto M7A 1R3
416-327-4537

The Community Health and Support Services Division has program and divisional responsibility for activities relating to a comprehensive reform of the long term care system for the elderly and individuals with physical disabilities, as well as, activities relating to Community Health, Community Mental Health, Public Health and Health Promotions.

See also the Ministry of Community and Social Services, Community Health and Support Services Division.

COMMUNITY HEALTH BRANCH HEALTH 9
15 Overlea Blvd., 6th Flr.
Toronto M4H 1A9
416-963-1383

The Community Health Branch is responsible for administering the Health Service Organization and Community Health Centre Program, the Home Care Program, Placement Coordination Services, and the Arthritis Society, Ontario Division.

COMMUNITY HEALTH BRANCH HEALTH 10
HOME CARE PROGRAM
15 Overlea Blvd., 6th Flr.
Toronto M4H 1A9
416-963-1360/4

The Home Care Program provides services at the community level on a visiting basis to patients who are referred by their physicians and who meet nine eligibility criteria. The basic criterion is requirement of a professional service such as **nursing, physiotherapy, occupational therapy** or **speech** therapy. Patients may also be eligible for additional services including: **nutritional** counselling, medical **social work, drugs, medical** supplies and equipment, **meals on wheels** or **homemaking**. The two components of **Home Care**, acute and chronic, are available throughout the province. In addition, **School Health Service**, which involves nursing, physiotherapy, speech therapy, occupational therapy and nutritional counselling is available on a visiting basis to **children** in **school**, (as defined by the Education Act), when treatment outside the school setting would disrupt the child's educational program. Referrals should be made to the nearest local Home Care Program, telephone numbers are listed below:

Patient Referral Centre
c/o Belleville General Hospital
245 Dundas St. E.
**Belleville K8N 5A9**
613-966-3530

Peel Regional Health Unit
10 Peel Centre Dr.
**Brampton L6T 4B9**
416-791-9400

225 St. Paul Ave., 9th Flr.
**Brantford N3R 5Z3**
519-759-7752

c/o Leeds, Grenville &
Lanark Health Unit
82 Emma St.
**Brockville K6V 1S7**
613-345-0060

460 Brant St.
**Burlington L7R 4B6**
416-639-5141

220 Riverview Dr.
P. O. Box 306
**Chatham N7M 5K4**
519-351-9780

London Road, c/o Huronview
P. O. Box 458
**Clinton N0M 1L0**
519-482-3411

1000 Pitt St.
**Cornwall K6J 3S5**
613-933-1375

324 Church St.
**Fort Frances P9A 1E1**
807-274-9384

2 Quebec St., 2nd Flr.
**Guelph N1H 2T3**
519-823-2550

414 Victoria Ave. N.
**Hamilton L8L 5G8**
416-523-8600

Medical Centre
Group Box 89, R. R. 3
**Huntsville P0A 1K0**
705-789-8828

North Western Health Unit
1 Ocean Ave. W., R. R. 1
**Kenora P9N 3W7**
807-468-6740

605 Justus Dr.
**Kingston K7M 4H5**
613-384-7090

6 Tweedsmuir Rd.
**Kirkland Lake P2N 1H9**
705-567-9355

108 Angeline St. S.
**Lindsay K9V 3L5**
705-324-9165

50 King St.
**London N6A 5L7**
519-663-5410

Simcoe County Admin. Bldg.
**Midhurst L0L 1X0**
705-722-3344

Regional Municipality of York
615 Davis Dr., Ste. 202
**Newmarket L3Y 2Y2**
416-895-1240

City Hall Tower, 5th Flr.
200 McIntyre St. E.
P. O. Box 450
**North Bay P1B 8J1**
705-476-1144

Community Health Services Centre
301 Golf St.
**Oshawa L1G 4B2**
416-723-8531

495 Richmond Rd.
**Ottawa K2A 4A4**
613-722-2029

301-920 1st Ave. W.
**Owen Sound N4K 4K5**
519-371-2112

Parry Sound District General Hospital
10 James St.
**Parry Sound P2A 1T3**
705-746-9321

1217 Pembroke St. E.
P. O. Box 940
**Pembroke K8A 7M5**
613-735-4133

835 Weller St.
**Peterborough K9J 4Y1**
705-743-2212

167 Kendall St.
**Point Edward N7V 4G6**
519-336-8112

301 Lake St.
**Sault Ste. Marie P6A 4A9**
705-949-1650

Simcoe Town Shopping Centre
Second Level
150 West St.
**Simcoe N3Y 5C1**
519-426-7400

113-115 Cushman Rd., Unit 61
**St. Catharines L2M 6S9**
416-684-9441

360 Talbot St., Box 8
**St. Thomas N5P 1B6**
519-631-9907
653 West Gore St.
**Stratford N5A 1L4**
519-273-2010

Regency Gate
1760 Regent St. S.
**Sudbury P3E 3Z8**
705-522-3460

c/o Green Acres School
405 West Isabella St.
**Thunder Bay P7E 5E5**
807-623-4977

169 Pine St., Postal Bag 2012
**Timmins P4N 8B7**
705-267-1181

175 Columbia St. W.
**Waterloo N2L 5Z5**
519-886-8160

45 Sheppard Ave. E.
**Willowdale M2N 5W9**
416-229-2929

410 Giles Blvd. E.
**Windsor N9A 4C6**
519-253-4612

410 Buller St.
P. O. Box 815
**Woodstock N4S 4N2**
519-539-1284

COMMUNITY HEALTH BRANCH HEALTH 11
HEALTH SERVICE ORGANIZATION AND
COMMUNITY HEALTH CENTRE PROGRAM
15 Overlea Blvd., 6th Flr.
Toronto M4H 1A9
416-963-2789

Health Service Organizations (**HSOs**) are physician groups, hospitals and other organizations which receive capitation payment for health services in lieu of Ontario Health Insurance fee for service. HSOs' capitation payments are on behalf of enrolled roster populations. If the hospitalization of roster members is less than that of the non-HSO population of their districts, HSOs may also receive an incentive payment. Further information can be obtained by writing to the program at the above address.

**Community Health Centres (CHCs)** are community-sponsored organizations providing primary **health** care treatment services to a specified population with a high disease burden or need for improved access to care. CHC funding is provided through program-based budgets developed by the Ministry. District Health Councils review and rank CHC program proposals which must identify the health needs of their population. Information on the program can be obtained by writing to the above address.

COMMUNITY HEALTH BRANCH HEALTH 12
PLACEMENT COORDINATION SERVICES
15 Overlea Blvd., 6th Flr.
Toronto M4H 1A9
416-963-2789

Placement Coordination Services, started in 1979 and totally funded by the Ministry, provides a single channel to help people requiring placement in long-term care facilities obtain suitable **accommodation** and appropriate services. A placement coordination service may be sponsored locally by any non-profit planning or service agency. Sponsoring groups must obtain written agreement from the majority of local hospitals, nursing homes and homes for the aged signifying their participation before a program can be funded by the Ministry. Further information can be obtained by writing to the program at the above address or by contacting one of the local services listed below:

*Algoma District*
421 Bay St., 2nd Flr.
**Sault Ste. Marie P6A 1X3**
705-759-2491

*Brant County*
P. O. Box 845
**Brantford N3T 5R7**
519-759-3141

*Chatham-Kent*
c/o V.O.N.
121 Heritage Rd, Box 1031
**Chatham N7M 5L6**
519-352-5257

*Cochrane District*
169 Pine St. S.
P. O. Bag 2012
**Timmins P4N 8B7**
705-267-1181

*Durham Region*
Oshawa General Hospital
24 Alma St.
**Oshawa L1G 2B9**
416-433-2703

*Halton District*
700 Dorval Dr., Ste. 503
**Oakville L6K 3V3**
416-842-2120

*Hamilton-Wentworth*
414 Victoria Ave N.
**Hamilton L8L 5G8**
416-528-1512

*Kingston, Frontenac, Lennox and Addington*
221 Portsmouth Ave.
**Kingston K7M 1V5**
613-549-1232

*Lambton County*
167 Kendall St.
**Point Edward N7V 4G6**
519-336-0172

*Leeds, Grenville & Lanark*
82 Emma St.
**Brockville K6V 1S7**
613-342-8824

*Niagara*
6385 Colborne St.
**Niagara Falls L2J 4B9**
416-356-6171

*Ottawa-Carleton*
955 Green Valley Cr., Ste. 380
**Ottawa K2C 3V4**
613-727-0132

*Peel Region*
Regional Administrative Building
10 Peel Centre Dr.
**Brampton L6T 4B9**
416-791-9400 ext. 442

*Thames Valley*
c/o V.O.N.
700 York St.
**London N5W 2S8**
519-663-0920

*Thunder Bay*
405 S. James St.
**Thunder Bay P7E 2V6**
807-475-8013

*Waterloo*
40 Spadina Rd. W.
**Kitchener N2M 1E9**
519-749-6789

*Wellington*
St. Joseph's Hospital
80 Westmount Rd.
**Guelph N1H 5H8**
519-824-5021

*Windsor-Essex County*
410 Giles Blvd. E.
**Windsor N9A 4C6**
519-253-4211

COMMUNITY MENTAL HEALTH BRANCH HEALTH 13
15 Overlea Blvd., 4th Flr.
Toronto M4H 1A9
416-963-2757
Fax 416-963-1900

The Community Mental Health Branch operates the **Community Mental Health Program/Addictions Services Program** which funds a range of **hospital** and community-based mental health/addictions services, including prevention, social rehabilitation, vocational, case

management, crisis, self help, housing, psychogeriatric, detoxification, assessment/referral, counselling/day treatment, and residential treatment. The branch administers the **Homes for Special Care** Program by coordinating inspections and **licensing** both **nursing homes** and homes for special care facilities for former patients of Ontario **psychiatric** hospitals.

PUBLIC HEALTH BRANCH HEALTH 14
15 Overlea Blvd., 5th Flr.
Toronto M4H 1A9
416-963-2229

The Public Health Branch provides leadership and support to Ontario's **public health** system through comprehensive consultant support services to 42 boards of health, advice to corporate management on public health issues, a provincial epidemiology service and response to control outbreaks of disease, and management of transfer payments for public health programs. The branch also maintains a comprehensive database for **health** care planning at the Ministry and local levels.

PUBLIC HEALTH BRANCH HEALTH 15
OFFICE OF THE CHIEF MEDICAL OFFICER
OF HEALTH
15 Overlea Blvd., 5th Flr.
Toronto M4H 1A9
416-963-2229

This office provides recommendations for policy and long-range planning to prevent the spread of **disease**, promote and protect **health**. The Chief Medical Officer of Health monitors the organization and delivery of **public health** programs and services provided by local boards of health and, when directed by the Minister, will act to protect health and ensure the provision of necessary public health programs and services.

PUBLIC HEALTH BRANCH HEALTH 16
DISEASE CONTROL SERVICE
15 Overlea Blvd., 5th Flr.
Toronto M4H 1A9
416-963-2238

This office is a comprehensive provincial epidemiology service which collects **statistics** on **disease** trends, including infectious and non-infectious diseases, sexually transmitted diseases, animal diseases with human implications, and various environmental hazards with **public health** implications.

The office supplies physicians with **vaccines, snake** anti-venom, anti-**rabies** treatment and **drugs** for the treatment of **tuberculosis**, leprosy and **sexually transmitted diseases**. A consultative service is provided to Medical Officers of Health, private physicians, other ministries and agencies in matters of disease control.

DISEASE CONTROL SERVICE HEALTH 17
AIDS UNIT
15 Overlea Blvd., 5th Flr.
Toronto M4H 1A9
416-963-2238
416-965-2168
Toll-free 1-800-268-6066

This unit provides consultative services for AIDS education and policy development; collects **statistics** on the incidence of **AIDS**, monitors trends and supplies AIDS pamphlets and audio-visual materials.

The section also acts as a resource to local Medical Officers of Health, health care institutions, community-based groups and the general public.

PUBLIC HEALTH BRANCH HEALTH 18
PUBLIC HEALTH PROMOTION SERVICE
15 Overlea Blvd., 5th Flr.
Toronto M4H 1A9
416-963-2229

The Public Health Promotion Service is a multi-disciplinary team of public health professionals who work in close collaboration with local health agencies, federal and municipal governments, universities and professional associations to identify and respond to province-wide **public health** needs. The service provides technically-competent consultative support in the practice of public health to field agencies/organizations in the areas of healthy growth and development (healthy children, adolescents, adults, elderly, reproductive health and sexual health) and healthy life-styles (tobacco use prevention, drug abuse prevention, **nutrition** promotion and physical activity promotion). The service also administers the **dental** treatment program for children in need (963-2246). For the delivery of local public health services, contact the nearest public health unit, listed under the Public Health Agencies entry.

PUBLIC HEALTH BRANCH HEALTH 19
CORPORATE LIAISON AND RESOURCE SERVICE
15 Overlea Blvd., 5th Flr.
Toronto M4H 1A9
416-963-2232

The Corporate Liaison and Resource Service is responsible for planning and coordinating the implementation of public health programs through the 42 boards of health in Ontario; liaising with the board chairmen and medical officers of health, for the boards of health on management, administration and organizational issues; coordinating the branch's funding to boards of health, and providing information systems and epidemiology support to public health programs.

PUBLIC HEALTH AGENCIES HEALTH 20

A Public Health Unit is an official health agency established by a group of urban and rural municipalities to provide a more efficient community health program, carried out by full-time, specially qualified people.

There are 42 public health units in Ontario. Health units administer health promotion and disease prevention programs directed to: healthy life-styles; communicable disease control including education in STDs/AIDS, immunization, food premises inspection; healthy growth

and development including parenting education, health education for all age groups, selected screening services.

Each health unit is governed by a board of health, which is an autonomous corporation under the Health Protection and Promotion Act, 1983, and is administered by the medical officer of health who reports to the local board of health. The board is largely made up of elected representatives from the local municipal councils. The Ministry cost-shares the expenses with the municipalities. For details about the delivery of local public health services, contact the nearest public health unit, listed below:

*Algoma Health Unit*
Civic Centre
99 Foster Dr., 6th Flr.
**Sault Ste. Marie P6A 5X6**
705-759-5287

*Brant County Health Unit*
194 Terrace Hill St.
**Brantford N3R 1G7**
519-753-7377

*Bruce-Grey-Owen Sound Health Unit*
920 First Ave., W.
**Owen Sound N4K 4K5**
519-376-9420

*Durham Regional Health Unit*
Community Health Services Centre
301 Golf St.
**Oshawa L1G 4B2**
416-723-8521

*East York Health Unit*
550 Mortimer Ave.
**Toronto M4J 2H2**
416-461-8136

*Eastern Ontario Health Unit*
1000 Pitt St.
**Cornwall K6J 5T1**
613-933-1375

*Elgin-St. Thomas Health Unit*
99 Edward St.
**St. Thomas N5P 1Y8**
519-631-9900

*Etobicoke Health Unit*
City Hall
399 The West Mall
**Etobicoke M9C 2Y2**
416-394-8300

*Haldimand-Norfolk Regional Health Unit*
365 West St.
Box 247
**Simcoe N3Y 4L1**
519-426-6170

*Haliburton, Kawartha, Pine Ridge District Health Unit*
860 William St.
Box 337
**Cobourg K9A 4K8**
416-372-0175

*Halton Regional Health Unit*
465 Morden Road
**Oakville L6K 3W6**
416-338-7100

*Hamilton-Wentworth Regional Health Unit*
25 Main St. W.
P. O. Box 897
**Hamilton L8N 3P6**
416-528-1441

*Hastings and Prince Edward Counties Health Unit*
179 North Park St.
**Belleville K8P 4P1**
613-966-5500

*Huron County Health Unit*
Huronview Bldg.
Highway 4
Box 1120
**Clinton N0M 1L0**
519-482-3416

*Kent-Chatham Health Unit*
435 Grand Ave. W.
P. O. Box 1136
**Chatham N7M 5L8**
519-352-7270

*Kingston, Frontenac, Lennox & Addington Health Unit*
221 Portsmouth Ave.
**Kingston K7M 1V5**
613-549-1232

*Leeds, Grenville & Lanark District Health Unit*
70 Charles St.
**Brockville K6V 1T3**
613-345-5685

*Middlesex-London Health Unit*
50 King St.
**London N6A 5L7**
519-663-5317

*Muskoka-Parry Sound Health Unit*
Pine St.
Box 1019
**Bracebridge P0B 1C0**
705-645-4471

*Niagara Regional Area Health Unit*
573 Glenridge Ave.
P. O. Box 3040
**St. Catharines L2R 7E3**
416-688-3762

*North Bay and District Health Unit*
101 McIntyre St. W.
P. O. Box 450
**North Bay P1B 8J1**
705-474-1400

*Northwestern Health Unit*
21 Wolsley St.
**Kenora P9N 3W7**
807-468-3147

*North York Health Unit*
5100 Yonge St.
**North York M2N 5V7**
416-224-6197

*Ottawa-Carleton Regional Health Unit*
495 Richmond Rd.
**Ottawa K2A 4A4**
613-722-2328

*Oxford County Health Unit*
410 Buller St.
Box 485
**Woodstock N4S 7Y5**
519-539-6121

*Peel Regional Health Dept.*
199 County Court Blvd.
**Brampton L6W 4P3**
416-791-9400

*Perth District Health Unit*
653 West Gore St.
**Stratford N5A 1L4**
519-271-7600

*Peterborough County-City Health Unit*
835 Weller St.
**Peterborough K9J 4Y1**
705-743-1160

*Porcupine Health Unit*
169 Pine St. S.
P. O. Bag 2012
**Timmins P4N 8B7**
705-267-1181

*Renfrew County & District Health Unit*
1217 Pembroke St. E.
Highway 17
P. O. Box 940
**Pembroke K8A 7M5**
613-732-3629

*Sarnia-Lambton Health Unit*
160 Exmouth St.
**Point Edward N7T 7Z6**
519-383-8331

*Scarborough Health Department*
Scarborough Civic Centre
160 Borough Dr.
**Scarborough M1P 4N8**
416-396-7445

*Simcoe County District Health Unit*
County Administration Centre
Highway 26
**Midhurst L0L 1X0**
705-726-0100

*Sudbury and District Health Unit*
1300 Paris Cr.
**Sudbury P3E 3A3**
705-522-9200

*Thunder Bay District Health Unit*
999 Balmoral St.
**Thunder Bay P7B 6E7**
807-625-5900

*Timiskaming Health Unit*
221 Whitewood Ave.
P. O. Box 1240
**New Liskeard P0J 1P0**
705-647-4305

*Toronto Health Unit*
City Hall
7th Flr., E. Tower
100 Queen St. W.
**Toronto M5H 2N2**
416-392-7401

*Waterloo Health Unit*
850 King St. W.
**Kitchener N2G 1E8**
519-744-7357

*Wellington-Dufferin-Guelph Health Unit*
205 Queen St. E.
**Fergus N1M 1T2**
519-843-2460

*Windsor-Essex County Health Unit*
1005 Ouellette Ave.
**Windsor N9A 4J8**
519-258-2146

*York Health Unit (City of)*
2700 Eglinton Ave. W.
**Toronto M6M 1V1**
416-394-2436

*York Regional Health Unit*
22 Prospect St.
**Newmarket L3Y 3S9**
416-895-4511

HEALTH PROMOTION BRANCH HEALTH 21
700 Bay St., 14th Flr.
Toronto M5G 1Z6
416-965-9203
416-324-7175 (Grant Information)
Fax 416-324-7179

The Health Promotion Branch is responsible for the development and implementation of program and policy initiatives in the area of **health** promotion. Activities include developing and implementing province-wide projects and policies; coordinating Ministry support of health promotion programs in the community; and providing information on various health promotion strategies and interventions.

The Policy Development and Coordination Unit coordinates health promotion policy and assists other internal and external areas in the Ministry of Health, in developing policies.

The Community Development Unit supports local communities by assisting them in developing and implementing health promotion initiatives. This office administers the **Health Promotion Grants Program** which provides **grants** to non-profit organizations, for a broad range of community-based health promotion projects. The unit provides training initiatives to communities in health promotion, and provides information on community development strategies.

The Social Marketing Unit is responsible for marketing particular health promotion ideas to select target groups. This unit coordinates the **Healthy Lifestyles Promotion Program** which focuses on reducing tobacco and alcohol consumption and promoting low fat diets. It is also

responsible for the **Heart Health Promotion Program** to reduce the risk of cardiovascular disease, and the **Maternal and Newborn Health Promotion Program** to reduce the risk of low birth weight babies.

COMPREHENSIVE HEALTH ORGANIZATION HEALTH 22
Macdonald-Cartier Bldg.
49 Place D'Armes, 4th Flr.
Kingston K7L 5J3
613-548-6247
Fax 613-548-6759

The Comprehensive Health Organization Program is the responsibility of the Health Programs Executive Coordinator.

A Comprehensive Health Organization (CHO) is a non-profit corporation which assumes responsibility for providing or purchasing the delivery of health and related services to a defined population. The CHO is formed from existing health delivery elements including physician, hospitals, other provider groups and the community. Services are provided under the direction of a administration responsible to a community board which consists of CHO members, key providers, community and other health representatives. Mechanisms for quality assurance, and program measurement are combined with health promotion and illness prevention strategies. These activities support an emphasis on achieving the highest degree of independent living for the CHO members.

RESIDENTIAL SERVICES BRANCH HEALTH 23
80 Grosvenor St., 5th Flr.
Toronto M7A 1E9
416-326-9730

The Residential Services Branch administers policies and programs relating to the operation of **nursing homes** and **homes for the aged.**

For nursing homes, the branch monitors compliance, investigates serious incidents and all complaints, and issues **licences** to ensure legislated standards of Nursing Homes Act, 1972 and Regulation 690 are met and care is provided in accordance with residents' needs. **Construction** plans for new nursing homes must be approved through the branch.

Homes for the aged are operated either by municipalities or by non-profit charitable organizations.

Residents in nursing homes and homes for the aged are eligible for Extended Health Care (EHC) benefits under the Ontario Health Insurance Act.

To obtain a list of nursing homes in Ontario, **inspection** results or to register a complaint, contact the following offices:

*Corporate Office*
15 Overlea Blvd., 5th Flr.
**Toronto M4H 1A9**
416-963-1038

*London Regional Office*
1295 Wolfe St., 1st Flr.
**London N6B 2C4**
519-434-1105
If long distance dial
1-800-265-0302

*Ottawa Regional Office*
10 Rideau St., 4th Flr.
**Ottawa K1N 9J1**
613-787-4040

*Toronto Regional Office*
156 Wellesley St., 18th Flr.
**Toronto M7A 2B7**
416-963-1041

To receive information on municipal and charitable homes for the aged, contact the local area office of the Ministry of Community and Social Services as listed below:

*Toronto Area Office*
2195 Yonge St., 9th Flr.
**Toronto M7A 1G1**
416-965-1433

*Barrie Area Office*
34 Simcoe St.
**Barrie L4N 6T4**
705-737-5141

*Mississauga Area Office*
1140 Burnhamthorpe Rd. W., Ste. 212
**Mississauga L5C 4E9**
416-897-3100

*Hamilton Area Office*
119 King St. W., 6th Flr.
**Hamilton L8N 3Z9**
416-521-7280

*London Area Office*
495 Richmond St., 6th Flr.
**London N6A 5A9**
519-438-5111

*Waterloo Area Office*
75 King St. S., 5th Flr.
**Waterloo N2J 1P2**
519-886-4700

*Windsor Area Office*
250 Windsor Ave., 1st Flr.
**Windsor N9A 6V9**
519-254-1651

*Peterborough Area Office*
60 Hunter St. E.
**Peterborough K9H 1G5**
705-743-7998

*Kingston Area Office*
1055 Princess St., Ste. 103
**Kingston K7L 5T3**
613-545-0539

*Ottawa Area Office*
10 Rideau St.
**Ottawa K1N 9J1**
613-234-1188

*Sudbury Area Office*
111 Larch St., 8th Flr.
**Sudbury P3E 4T5**
705-675-4515

*North Bay Area Office*
222 McIntyre St. W., Ste. 416
**North Bay P1B 2Y8**
705-474-4452

*Thunder Bay Area Office*
710 Victoria Ave., 3rd Flr.
**Thunder Bay P7C 5P7**
807-475-1345

**ASSISTANT DEPUTY MINISTER-INSTITUTIONAL HEALTH**

INSTITUTIONAL HEALTH HEALTH 24
Hepburn Block, 10th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1R3
416-327-4264

Institutional Health includes the Community Hospitals Branch, the Teaching and Speciality Hospitals Branch, the Hospitals Planning Branch, and the Mental Health Facilities Branch.

MENTAL HEALTH FACILITIES BRANCH HEALTH 25
15 Overlea Blvd., 6th Flr.
Toronto M4H 1A9
416-965-6236/324-4473

The Mental Health Facilities Branch is responsible for the administration of the province's ten **psychiatric hospitals**, the Addiction Research Foundation, the Clark Institute, as well as, the coordination of activities of all the psychiatric units in the public hospitals. The total bed capacity of the psychiatric hospitals and psychiatric units is approximately 6,250 and is legislated under the Ontario Mental Health Act, the Mental Hospital Act and the Public Hospitals Act.

The facilities provide a range of adult psychiatric services, including acute, rehabilitation, and long-term care. They also provide specialized care for dually diagnosed patients with either mental retardation or drug and alcohol dependencies, as well as, psychiatric disabilities, some adolescent programs and services for persons suffering from acquired brain damage. The ten provincially operated facilities are listed below:

*Brockville Psychiatric Hospital*
P. O. Box 1050
**Brockville K6V 5W7**
613-345-1461

*Hamilton Psychiatric Hospital*
P. O. Box 585
**Hamilton L8N 3K7**
416-388-2511

*Kingston Psychiatric Hospital*
P. O. Box 603
**Kingston K7L 4X3**
613-546-1101

*Lakehead Psychiatric Hospital*
P. O. Box 2930
**Thunder Bay P7B 5G4**
807-343-4300

*London Psychiatric Hospital*
850 Highbury Ave.
P. O. Box 2532
**London N6A 4H1**
519-455-5110

*North Bay Psychiatric Hospital*
P. O. Box 3010
**North Bay P1B 8L1**
705-474-1200

*Penetanguishene Mental Health Centre*
P. O. Box 5000
**Penetanguishene L0K 1P0**
519-549-3181

*St. Thomas Psychiatric Hospital*
P. O. Box 2004
**St. Thomas N5P 3V9**
519-631-8510

*Queen St. Mental Health Centre*
1001 Queen St. W.
**Toronto M6J 1H4**
416-535-8501

*Whitby Psychiatric Hospital*
P. O. Box 613
**Whitby L1N 5S9**
416-668-5881

HOSPITAL PLANNING BRANCH HEALTH 26
15 Overlea Blvd., 7th Flr.
Toronto M4H 1A9
416-965-8084

The Hospital Planning Branch reviews programs and plans for the design **construction**, and renovation of health care facilities, including acute and chronic **hospitals**, crippled children's treatment centres and rehabilitation centres. Capital **grants** are administered to projects approved under the Public Hospitals Act.

The branch develops standards and provides advisory services for the design and development of efficient and economical health care facilities. Applicable guidelines and standards are regularly upgraded to reflect current knowledge and to anticipate future trends in facilities requirements. For hospital statistics, contact Information Resources and Services (965-8163).

The X-ray Inspection Service (7 Overlea Blvd., Toronto M4H 1A8, 963-1035) administers the regulation respecting X-ray safety for the healing arts. Responsibilities include registering owners of **X-ray** equipment used in the practice of medicine, approving plans for permanent locations, and performing inspections.

TEACHING AND SPECIALTY HOSPITALS BRANCH HEALTH 27
15 Overlea Blvd., 7th Flr.
Toronto M4H 1A9
416-324-4726

The Teaching and Specialty Hospitals Branch guides and assists teaching hospitals and specialized facilities in the development of proposals and budgets in terms of Ministry of Health legislative and and policy guidelines.

These hospitals are affiliated with the five university medical schools in the province. The specialized facilities include the Donwood Institute, the Clarke Institute of Psychiatry, The Royal Ottawa Health Care Group, The Ontario Mental Health Foundation, The Ontario Cancer Treatment and Research Foundation and The Addiction Research Foundation.

The Teaching and Specialty Hospitals Branch also coordinates the institutional aspects of the following Specialty Care Programs: Emergency/Trauma, Cancer, Cardiovascular Surgery and Cardiology Services, Maternal/Newborn, AIDS Clinics and Dialysis Services (ESRD/MORE/Lithotripsy).

COMMUNITY HOSPITALS BRANCH HEALTH 28
15 Overlea Blvd. 7th Flr.
Toronto M4H 1A9
416-965-8161

The Community Hospitals Branch enables public and private **hospitals**, adults' and children's outpatient rehabilitation centres to provide programs and services consistent with Ministry policies, practices and standards. This process includes approval and monitoring of program operations funding.

The branch coordinates the following: **construction** and renovation of health care facilities including active and chronic hospitals, crippled children's treatment centres and rehabilitation centres.

The **Alternate Payments Program** (part of the Community Hospitals Branch) reviews applications for alternate forms of payment and executes agreements between the applicants and the Ministry.

## ASSISTANT DEPUTY MINISTER-CONSUMER HEALTH AND PLANNING CONSUMER SERVICES DIVISION

DRUG PROGRAMS BRANCH HEALTH 29
7 Overlea Blvd., 6th Flr.
Toronto M4H 1A8
416-963-2983

The Drug Programs Branch advises the Ministry of Health, other provincial ministries, institutions, professional organizations, the pharmaceutical industry and the general public on matters relating to the Ontario **Drug Benefit** Program, including drug evaluations, improving the quality of drugs and pharmaceutical services, and promoting reasonable prices for prescriptions. Standards are set for the quality of **pharmaceuticals** in nursing homes, homes for the aged, hospitals and government institutions. The branch also provides secretariat functions to the Minister's advisory body, the Drug Quality and Therapeutics Committee (DQTC).

DRUG PROGRAMS BRANCH HEALTH 30
PLANNING AND ADMINISTRATION
7 Overlea Blvd., 6th Flr.
Toronto M4H 1A8
416-963-2174

The Planning and Administration section is responsible for the planning, policy and administrative functions of the Drug Programs Branch. The section is also responsible for drug price negotiations and the **publication** and distribution of the Ontario Drug Benefit Formulary (ODBF) and the **Comparative Drug Index** (CDI). The Ontario **Drug Benefit Formulary** publication identifies **drug** products designated as benefits and the amount which the ODB program will reimburse a pharmacy, under the authority of the Ontario Drug Benefit Act, 1986. The CDI identifies which brand of drugs may be interchanged under the Prescription Drug Cost Regulation Act, 1986. The ODB Formulary/CDI is published semi-annually.

DRUG PROGRAMS BRANCH HEALTH 31
SCIENTIFIC ADVISORY SERVICE
7 Overlea Blvd., 6th Flr.
Toronto M4H 1A8
416-963-2175

The Scientific Advisory Service is responsible for the quality assessment of **drugs** to be listed, or already listed, in the Ontario **Drug Benefit Formulary** (ODBF) and the Comparative Drug Index (CDI). The section provides scientific advice and liaison to the **Drug Quality and Therapeutics Committee** (DQTC), an advisory Committee to the Minister of Health. The section consults and liaises with the pharmaceutical industry, professional organizations and other governments.

DRUG PROGRAMS BRANCH HEALTH 32
ONTARIO DRUG BENEFIT
P. O. Box 68
Kingston K7L 5K1
613-548-6572
416-965-9451 (Toronto area callers)

The Ontario Drug Benefit is responsible for delivery of Ontario's Drug Benefit (ODB) program. The Ontario **Drug Benefit Formulary**, serves as a list of products which is a

prescribing guide for doctors and a dispensing aid for pharmacists. When ordered by an Ontario authorized prescriber and dispensed in Ontario, **drugs** in the Formulary (and in exceptional circumstances those unlisted products approved by the Minister) are available at no charge to Drug Benefit recipients. The section processes claims and monitors billings from all Drug Benefit providers. This office also acts in an advisory capacity for matters related to Ontario Drug Benefit, and serves as a liaison for **pharmaceutical** services in **nursing homes, homes for the aged** and some **hospitals** and government institutions.

ASSISTIVE DEVICES BRANCH HEALTH 33
7 Overlea Blvd., 6th Flr.
Toronto M4H 1A8
416-963-1956
Toll-free 1-800-268-6021
Toll-free 1-800-268-6023 TTY/TDD
Toll-free 1-800-267-9458 Payment
Toll-free 1-800-387-4670 Claims Assessment

The **Assistive Devices Program** (ADP) contributes to the cost of selected and prescribed equipment and supplies for Ontario residents.

Devices covered for individuals of all ages are: prostheses; wheelchairs mobility aids and specialized seating systems; ostomy supplies; hearing aids and **respiratory** equipment. ADP contributes up to 75 per cent of the cost of these except in the case of adult hearing aids, where a **grant** is provided.

The program pays up to 75 per cent of the cost of the following devices for Ontario residents aged 26 and under: orthoses; low vision aids (excluding eyeglasses); incontinence supplies; feeding devices; oxygen and **communication** aids.

Individuals claiming support through ADP must have an ADP Equipment/Supply Authorization Form completed. Generally, applicants must see a **physician** who will verify their need for equipment and sign the form. When required, these physicians will refer clients to therapists, nurses and other **health** care professionals registered with the ADP who identify the most appropriate equipment to meet the applicant's need.

The ADP then contributes financially to the purchase of the identified equipment, usually through direct payment to equipment vendors holding contracts with ADP.

PROFESSIONAL RELATIONS BRANCH HEALTH 34
7 Overlea Blvd., 1st Flr.
Toronto M4H 1A8
416-324-3574

This branch maintains liaison with all Ontario health professionals and their organizations. It is operationally responsible for Ministry activities in support of the Health Professions Regulation Act, 1990, and 21 individual health profession Acts which were introduced into the legislature on June 6, 1990. The branch is responsible for the **Health Disciplines Coordination** function, which includes administration of internal regulatory affairs (including the processing of regulations under the current Health Disciplines Act and other legislation governing the health professions) on behalf of the regulated health professions in Ontario. The branch also provides executive direction to, and administration of, the activities of the Health Boards Secretatiat

PROFESSIONAL RELATIONS BRANCH HEALTH 35
HEALTH BOARDS SECRETARIAT
Hepburn Block, Rm. SW-1175
80 Grosvenor St.
Queen's Park, Toronto M7A 1R3
416-965-7285
Fax 416-965-6695

The Health Boards Secretariat provides financial and administrative support to a number of **health** care appeal and review boards established under Ministry legislation.

The **Health Disciplines Board**, under the Health Disciplines Act, hears or reviews decisions made by the self-governing colleges of **physicians, dentists, optometrists, pharmacists** and **nurses** with respect to registration of members and complaints made against members. The **Denture Therapists Appeal Board**, under the Denture Therapists Act, hears or reviews decisions made by the Governing Board of Denture Therapists with respect to registration of members and **complaints** made against members. The **Health Services Appeal Board** under the Health Insurance Act, holds hearings in respect to decisions made by the General Manager, **Ontario Health Insurance Plan**, concerning practitioners' billing practices, payment of subscribers' claims, requests for enrolment or continued enrolment, and reviews physicians' extra billing under the Health Care Accessibility Act. The **Health Facilities Appeal Board**, holds hearings when: the Director, under the Ambulance Act or the Minister, under the Private Hospital Act, proposes to revoke, suspend, or refuse to renew a licence, or where the licensee is dissatisfied with the terms and conditions imposed: the Director, under the Healing Arts Radiation Protection Act, proposes to refuse to renew or to revoke an approval for the installation of an X-ray machine.

The **Nursing Homes Review Board** and the **Laboratory Review Board** under the Nursing Homes Act and Laboratory and Specimen Collection Centre Licensing Act, holds hearings when their directors propose to refuse an application for a **licence**: or refuse to issue, renew, impose terms and conditions, revoke a licence or rescind where the licensee is dissatisfied with the terms and conditions imposed. The **Health Protection Appeal Board** holds hearings with respect to Orders of medical officers of health and public health inspectors under the Health Protection and Promotion Act and the **Immunization of School Pupils Act**. The **Hospital Appeal Board**, under the Public Hospitals Act, holds hearings with respect to decisions made by hospital boards concerning physicians' appointments to medical staff. The Funeral Services Review Board, as of February 12, 1990, was transferred to the Ministry of Consumer and Commercial Relations. The **Psychiatric Review Board**, under the Mental Health Act, holds hearings with respect to the hospitalization and treatment of involuntary **psychiatric** patients. The **Lieutenant Governor's Board of Review**, under the **Criminal Code of Canada Act**, reviews the case of every person detained on a Lieutenant Governor's Warrant (found guilty or unfit to stand trial by reason of insanity) within six months of initiation of the warrant and annually thereafter.

**PROGRAMS AND PLANNING DIVISION** HEALTH 36

HEALTH PROGRAMS UNIT
Hepburn Block., 8th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1R3
416-965-6234
Fax 416-965-9634

The role of the Health Programs Unit is to increase effective planning, coordination and management of health services.

The unit has 14 designated matrix program and target group areas of corporate importance. For each of these areas, a coordinator has been appointed. The role of the coordinator is to ensure the effective planning, development and coordination of their respective program or target group area within the Ministry. The coordinator liaises with other ministries, jurisdictions, client and interest groups and is the principal Ministry contact for the area.

FRENCH LANGUAGE HEALTH SERVICES HEALTH 37
Sun Oil Bldg.
56 Wellesley St. W., 8th Flr.
Toronto M5S 2S3
416-965-5519

French Language Health Services coordinates the provision of **French language services** by the Ministry of Health, its transfer payment agencies and other bodies located in/or serving designated areas. Hospitals and related facilities receive assistance in the translation of documents intended for the French speaking public.

WOMEN'S HEALTH BUREAU HEALTH 38
880 Bay St., 2nd Flr.
Toronto M5S 1Z8
416-965-0460

The Women's Health Bureau advises senior management on women's health issues; coordinates the development of women's health policy, liaises with the Ontario Women's Directorate, professional associations, hospitals, health clinics and women's groups; and promotes women's health issues within the Ministry.

HEALTH PLANNING BRANCH HEALTH 39
15 Overlea Blvd., 6th Flr.
Toronto M4H 1A9
416-965-4462

Health Planning Branch coordinates and undertakes health planning for the Ministry. The branch receives advice from district health councils on local **health** planning issues. District Health Councils are appointed by order-in-council to advise the Minister on local planning issues. The members of council are **volunteers** representing consumers, health care providers and local government. The following is a list of District Health Councils, organized by area and by county:

**CENTRAL EAST AREA**

*Durham Region District*
40 King St. W., Ste. 300
**Oshawa L1H 1A4**
416-433-4262

*Haliburton, Kawartha and Pine Ridge District*
P. O. Box 544
**Peterborough K9J 6Z6**
705-748-2992

*Metropolitan Toronto District*
1246 Yonge St., 3rd Flr.
**Toronto M4T 1W5**
416-922-8820

*Peel District*
350 Rutherford Rd. S., Ste. 220
**Brampton L6W 4N6**
416-455-4856

*Simcoe District*
11 Victoria St., Ste. 216
**Barrie L4N 6T3**
705-734-9960

**CENTRAL WEST AREA**

*Brant District*
233 Colborne St., Ste. 401
**Brantford N3T 2H4**
519-756-1330

*Haldimand-Norfolk District*
101 Nanticoke Creek Pkwy.
Box 5081
**Townsend N0A 1S0**
519-587-2231

*Halton District*
700 Dorval Dr., Ste. 503
**Oakville L6K 3V3**
416-842-2120

*Hamilton-Wentworth District*
Patterson Bldg., 2nd Flr.
Sanatorium Rd.
Main Post Office, Box 2085
**Hamilton L8N 3R5**
416-389-1321

*Niagara District*
1440 Pelham St. S.
Box 1059
**Fonthill L0S 1E0**
416-892-5771

*Waterloo Region District*
75 King St. S., Ste. 218
Waterloo Square
**Waterloo N2J 1P2**
519-884-6390

*Wellington-Dufferin District*
317 Speedvale Ave. E.
**Guelph N1E 1N3**
519-836-7440

**EASTERN AREA**

*Eastern Ontario District Health Council*
340 Pitt St., 3rd Flr.
P. O. Box 1478
**Cornwall K6H 5V5**
613-933-9585

*Kingston, Frontenac and Lennox & Addington District*
544 Princess St.
**Kingston K7L 1C7**
Mailing Address:
P. O. Box 1690
**Kingston K7L 5J6**
613-549-5253

*Ottawa-Carleton Regional District*
955 Green Valley Cr., Ste. 350
**Ottawa K2C 3V4**
613-723-1440

*Rideau Valley District*
1 Abel St.
Box 487
**Smiths Falls K7A 4T4**
613-283-6980

**NORTH EAST AREA**

*Algoma District*
123 March St., Ste. 405
**Sault Ste. Marie P6A 2Z5**
705-942-0200

*Cochrane District*
119 Pine St. S., Ste. 310
**Timmins P4N 2K3**
705-264-9539

*East Muskoka-Parry Sound District*
P. O. Box 3000
**Huntsville P0A 1K0**
705-789-4429

*Manitoulin-Sudbury District*
160 Douglas St. W.
**Sudbury P3E 1G1**
705-675-5654

*West Muskoka-Parry Sound District*
17 James Street, 2nd Flr.
**Parry Sound P2A 1T4**
705-746-2123

**NORTH WEST AREA**

*Kenora-Rainy River District*
104 Government Rd.
**Keewatin P0X 1C0**
807-547-2028

*Thunder Bay District*
516 Victoria Ave. E., Ste. 8
**Thunder Bay P7C 1A7**
807-623-6131

**SOUTH WEST AREA**

*Essex County District*
76 University Ave. W., Ste. 207
**Windsor N9A 5N7**
519-256-4568

*Grey-Bruce District*
945-3rd Ave. E., Ste. 5
**Owen Sound N4K 2K8**
519-376-6691

*Kent County District*
75 Thames St.
**Chatham N7L 1S4**
519-351-1162

*Lambton District*
265 N. Front St., Ste. 108
**Sarnia N7T 7X1**
519-337-5485

*Thames Valley District*
826 King St.
**London N5W 2X6**
519-679-9140

## ASSISTANT DEPUTY MINISTER-HEALTH INSURANCE AND SYSTEMS

HEALTH INSURANCE AND SYSTEMS DIVISIONS HEALTH 40
80 Grosvenor St.
Toronto M7A 1R3
Fax 416-327-4531

The Assistant Deputy Minister is responsible for health insurance, claims payment and information systems. As General Manager, he is responsible for all programs administered under the **Health Insurance Act**.

The Claims Payment Division processes registration applications for all eligible Ontario residents. Through its operational offices, it provides claims processing and payment, and information and assistance on health care programs and services.

The Information Systems Division develops, implements, operates and maintains health information systems to serve the Ministry's corporate management and program managers, and health care providers, planners and researchers.

The Health Insurance Division is responsible for program policy development relating to health insurance and similar payment programs, including alternative methods of funding health care, and the registration of Ontario residents in the Ontario Health Insurance program.

**CLAIMS PAYMENT DIVISION**

CLAIMS PAYMENT DIVISION HEALTH 41
Macdonald-Cartier Bldg.
49 Place d'Armes, P. O. Box 48
Kingston K7L 5J3
613-548-6670

The Claims Payment Division delivers **health insurance** programs through a head office unit and 20 district and information offices. The division registers Ontario residents for insured health services; provides access to government funded health care services; processes **medical** claims for payment to fee-for-service providers; manages the fee-for-service transfer payment; and disseminates information to the public and providers. Each district office has a fully equipped drop-in centre to demonstrate how claims can be submitted and payments reconciled using a computer.

A central Corporate Services area is responsible for planning, financial services, training, administration, accommodation, security with execution being decentralized through functional links to district offices; and subrogation, and recovery and collections.

Direct inquiries to the nearest **Ontario Health Insurance** office, as listed below. In the Metropolitan Toronto area, inquiries received from North York or Etobicoke should be referred to the Mississauga District Office, and Scarborough inquiries should be referred to the Oshawa District Office.

*Barrie Information Office*
30 Poyntz St.
**Barrie L4M 3P2**
705-726-0326
If long distance dial
1-800-461-7597

*Hamilton District Office*
119 King St. W.
**Hamilton L8P 4T9**
416-521-7100
If long distance
in area code 416 dial
1-800-263-2197
in area code 519 dial
1-800-263-2187

*Kenora Information Office*
100 Main St. S.
**Kenora P9N 1S9**
807-468-2869
If long distance dial
1-800-265-2385

*Kingston District Office*
1055 Princess St.
**Kingston K7L 5T3**
613-546-3811
If long distance dial
1-800-267-0933

*Kingston Information Office*
Macdonald-Cartier Bldg.
49 Place d'Armes
**Kingston K7L 5J3**
613-548-7878
If long distance dial
1-800-267-0933

*Kitchener Information Office*
235 King St. E.
**Kitchener N2G 4N5**
519-745-8421
If long distance dial
1-800-265-2385

*London District Office*
217 York St., 5th Flr.
**London N6A 1B7**
519-646-2090
If long distance dial
1-800-265-4703

*Mississauga District Office*
201 City Centre Dr.
**Mississauga L5B 2T4**
416-275-2730
If long distance ask operator
for Zenith 96420 (Caledon)
in area code 416 dial
1-800-387-9468

*Oshawa District Office*
Executive Tower
419 King St. W.
**Oshawa L1J 7J2**
416-434-3700
If long distance
in area code 416 dial
1-800-263-3814
in area code 613, 519, 705 dial
1-800-263-3952

*Ottawa District Office*
75 Albert St.
**Ottawa K1P 5Y9**
613-783-4400
If long distance dial
1-800-267-1912
1-800-267-7690 (French Inquiries)

*Owen Sound Information Office*
981 Second Ave. E.
**Owen Sound N4K 2H5**
519-376-6447
If long distance dial
1-800-265-3190

*Peterborough Information Office*
815 High St.
**Peterborough K9J 8J9**
705-743-2140
If long distance dial
1-800-461-1934

*Sarnia Information Office*
452 Christina St. N.
**Sarnia N7T 5W4**
519-337-2348
If long distance dial
1-800-265-1453

*Sault Ste. Marie Information Office*
205 McNabb St., 2nd Flr., Ste. 205
**Sault Ste. Marie P6B 1Y3**
705-759-8598
If long distance dial
1-800-461-2215

*St. Catharines Information Office*
59 Church St., 3rd Flr.
**St. Catharines L2R 3C3**
416-682-6658
If long distance dial
1-800-263-4973

*Sudbury District Office*
199 Larch St., 8th Flr.
**Sudbury P3E 5R1**
705-675-4010
If long distance dial
1-800-461-4006
1-800-461-1149 (French Inquiries)

*Thunder Bay District Office*
435 James St. S.
**Thunder Bay P7E 6E3**
807-475-1351
If long distance dial
1-800-465-5067

*Timmins Information Office*
38 Pine St. N.
**Timmins P4N 6K6**
705-264-5388
If long distance dial
1-800-461-9829

*Toronto District Office*
2195 Yonge St.
**Toronto M4S 2B2**
416-482-1111

*Windsor Information Office*
1427 Ouellette Ave.
**Windsor N8X 1K1**
519-258-7560
If long distance dial
1-800-265-4840

**INFORMATION SYSTEMS DIVISION**

INFORMATION SYSTEMS DIVISION HEALTH 42
15 Overlea Blvd., 4th Flr.
Toronto M4H 1A9
416-965-8023

The Information Systems Division develops, implements, operates and maintains health information systems to serve the Ministry's corporate management and program managers, as well as health care providers, planners, and researchers.

USER SUPPORT BRANCH HEALTH 43
15 Overlea Blvd., 2nd Flr.
Toronto M4H 1A9
416-965-9607

The User Support Branch supports the Ministry's goal of improving the health of the residents of Ontario by developing and analyzing information about health care resources, services, utilization and statistics related to hospitals, medical and health care institutions, and by maintaining and enhancing the Ministry's computer systems.

SYSTEMS SUPPORT BRANCH HEALTH 44
Macdonald-Cartier Bldg., 5th Flr.
Kingston K7L 5J3
613-548-7878 Ext. 2450
Fax 613-548-6693

The Systems Support Branch advises the Ministry and its related agencies on all aspects of automatic data processing, computer processing, data entry, word processing equipment, and the acquisition of management consulting services. Toronto locations are listed below.

15 Overlea Blvd., 4th Flr.
**Toronto M4H 1A9**
416-965-8023
Fax 416-965-0930

880 Bay St., 2nd Flr.
**Toronto M5S 1Z7**
416-324-3690

36 Toronto St., 6th Flr.
**Toronto M5C 2C5**
416-326-1502
Fax 416-326-1492

SYSTEMS DEVELOPMENT BRANCH HEALTH 45
36 Toronto St., 6th Flr.
Toronto M5C 2C5
416-326-1502
Fax 416-326-1492

The Systems Development Branch designs, develops, and implements computer systems necessary for the operation and administration of the Ministry of Health programs.

PROVIDER SUPPORT UNIT HEALTH 46
15 Overlea Blvd., 2nd Flr.
Toronto M4H 1A9
416-965-8029

The Provider Support Unit provides information and leadership to the province's health care providers, on the effective application of information technology.

**HEALTH INSURANCE DIVISION**

HEALTH INSURANCE DIVISION HEALTH 47
Macdonald-Cartier Bldg.
49 Place d'Armes, P. O. Box 48
Kingston K7L 5J3
613-548-6800

The Health Insurance Division is responsible for legislation and policy relating to health insurance and payment programs, registration of Ontario residents in the provincial health insurance program, Northern Health Travel Grant, and physician and practitioner malpractice insurance premium reimbursement programs. In addition to administering the Independent Health Facilities Act, the Alternative Funding Unit focuses on new and emerging methods of alternative funding for both providers and programs in the delivery of health care. The office of the Executive Director, Health Insurance Division, provides overall coordination for these activities.

CLIENT SERVICES BRANCH HEALTH 48
Macdonald-Cartier Bldg.
49 Place d'Armes
P. O. Box 48
Kingston K7L 5J3
613-548-6262

The Client Services Branch designs, implements and monitors policies relating to the registration of Ontario residents for health coverage and administers the Northern Health Travel Grant and the Malpractice Insurance Premium Reimbursement Program, described separately.

Changes to the Health Insurance Act and Regulations are recommended by the branch. By liaising with the federal government and provincial ministries on matters of mutual concern, such as **immigrants**, **refugees**, foreign **students** and organized labour, the branch ensures the availability of **health insurance** coverage and prevents abuse of the system. Operating systems are reviewed to produce manuals. The branch also identifies and specifies training needs in order to minimize problems with client requests by telephone, in writing or in person. For information, contact local **Ontario Health Insurance** offices listed under the Claims Payment Division entry and in Bell Canada phone books' blue pages of government listings.

CLIENT SERVICES BRANCH HEALTH 49
CLIENT LIAISON UNIT
49 Place d'Armes, 2nd Flr.
Kingston K7L 5J3
613-548-6617
Fax 613-548-6650

This unit prepares written responses to correspondence relating to Ontario Health Insurance which is directed to the Minister of Health and senior Ministry officials.

CLIENT SERVICES BRANCH HEALTH 50
NORTHERN HEALTH TRAVEL GRANT UNIT
P. O. Box 1292
Kingston K7L 4Y8
Toll-free 1-800-267-9450

The unit is responsible for administering the **Northern Health Travel Grant Program**. This program helps pay **transportation** costs for Northern Ontario residents who must travel a minimum one-way distance of 250 kilometres within Northern Ontario or to Manitoba and a minimum one-way distance of 300 kilometres elsewhere in Ontario for medically necessary specialist services. To obtain program details, call the toll-free number listed above or any Ontario Health Insurance office listed under the Claims Payment Division.

CLIENT SERVICES BRANCH HEALTH 51
MALPRACTICE INSURANCE PREMIUM
REIMBURSEMENT
P. O. Box 1292
Kingston K7L 4Y8
613-548-6666

This program is responsible for reimbursing malpractice **insurance** premiums to physicians and chiropractors as negotiated between the Ministry and the professional association. For general information, contact the Ministry of Health at 613-548-6657 or any local Ontario Health Insurance office listed under the Claims Payment Division.

PROVIDER SERVICES BRANCH HEALTH 52
Macdonald-Cartier Bldg.
49 Place d'Armes, P. O. Box 48
Kingston K7L 5J3
613-548-6555
416-965-2181 (Toronto)

The Provider Services Branch adjudicates professionals' claims under **Ontario Health Insurance**. This function includes the provision of specialized and consultative services for claims submitted by practitioners whose services are paid by this program. The branch communicates with professional organizations and licensing bodies, including **physicians, dentists, optometrists, chiropractors**, **osteopaths, chiropodists**, and **physiotherapists**, and maintains a registry of all providers who bill the Ministry of Health for **health** services. Additional responsibilities include establishing **medical** policy for Ontario Health Insurance and verifying that professionals' claims are for insured services, performed in accordance with accepted professional standards and practices. Complaints, with details and Ontario Health Insurance number, can be directed to this branch. For inquiries on payment of claims, contact the district offices listed under the Claims Payment Division entry.

ALTERNATIVE FUNDING UNIT HEALTH 53
Macdonald-Cartier Bldg., 2nd Flr.
49 Place d'Armes, P. O. Box 48
Kingston K7L 5J3
613-548-6637
Fax 613-548-6734

The Alternative Funding Unit has been established to focus on new and emerging methods of alternative funding for both providers and programs in the delivery of health care.

The unit implements and administers the **Independent Health Facilities Act**. This includes: inspection and assessment provisions; technical advice on funding issues; distribution of IHF Schedule of Benefits; and negotiation of funding arrangements. For more information about the Alternative Funding Unit or the Independent Health Facilities Act, call the number listed above.

**CORPORATE AFFAIRS**

FINANCE AND ACCOUNTING BRANCH HEALTH 54
7 Overlea Blvd., 5th Flr.
Toronto M4H 1A8
416-963-0937

The Finance and Accounting Branch provides the financial recording and reporting standards, establishes the Ministry's financial and accounting policies, and provides financial information to management.

The Program Accounting Section (Macdonald-Cartier Bldg., 3rd Flr., 49 Place d'Armes, Kingston K7L 5J3, 613-548-6547) processes all revenues generated by Ministry programs, operates payment systems encompassing professionals and subscribers for care provided under the Health Insurance Act, the **Ontario Drug Benefit Act**, the **Assistive Devices Program** (ADP), the Northern Health Travel Grant, the inter-provincial Reciprocal Billing Agreement, the Alternate Payment Program, and Comprehensive Health Organizations (Health Innovative Fund).

This office, also administers eligibility under the **Ontario Drug Benefit** program for the registration of eligible participants (via the **Ontario Health 65 Card**), and handles eligibility enquiries and Health Care registration enquiries (965-9337, or 613-548-6552). Selected prescribed **drugs** are provided at no charge to **senior citizens** (65 or older) who are residents in Ontario; and recipients of **Family Benefits Assistance** (FBA), General **Welfare** Assistance (GWA), and **Homes for Special Care, Home Care** and **Extended Health Care Benefits**. The Ontario Health 65 Card entitles eligible persons to **drug** benefits . All persons registered for **Ontario Health Care** who turn 65 years of age, will automatically receive the Ontario Health 65 Card for the first day of the month following their 65 birthday. Persons moving to Ontario can obtain registration forms for Ontario Health Care benefits including Drug Benefit, by contacting any Ministry of Health office, or by writing: Ministry of Health, Drug Benefit, P. O. Box 78, 49 Place d'Armes, Kingston K7L 5K2. Family Benefits Assistance (including the blind and disabled), General Welfare Assistance and other recipients are issued monthly cards. To be eligible as benefits, drugs must, for reasons of quality and cost control, be an approved benefit, prescribed by a person entitled to prescribe drugs in Ontario, and be obtained at a participating dispensary in Ontario.

The Corporate Accounting Section (15 Overlea Blvd., 3rd Flr., Toronto M4H 1A9, 965-3993) provides a controllership function for all Ministry organizational units. This function includes payments for suppliers' goods and services, payroll and expense account services, manage-

ment of the Ministry's Financial Information System, payments for hospitals and related facilities, and payments to nursing homes and residential homes under the Homes For Special Care (HSC) and Extended Health Care Benefits. This section also administers the eligibility process for **nursing home** applicants, under the Extended Care program, and handles eligibility enquiries (965-1506).

The Financial Systems Development (FSD) Section, (7 Overlea Blvd., 5th Flr., Toronto M4H 1A8, 963-0940) also reports to the Finance and Accounting Branch.

FISCAL RESOURCES BRANCH HEALTH 55
Hepburn Block, 9th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 2C6
416-965-5415

The Fiscal Resources Branch coordinates the Ministry's allocation and estimates processes, coordinates the preparation of submissions to Management Board, including the Ministry's management by results and financial reports. The branch manages the flow of cash to agencies and facilities funded by the Ministry, and provides detailed monitoring and forecasting of expenditures. Responsibilities include the provision of financial management and advisory services to Ministry managers.

SUPPLY AND SERVICES BRANCH HEALTH 56
15 Overlea Blvd., 4th Flr.
Toronto M4H 1A9
416-963-1070

The Supply and Services Branch provides the Ministry with a wide range of supply and administrative services, including purchasing (631-7148), assets management (963-1025), reproduction and stationery services (963-1018), Ontario **Government Pharmaceutical and Medical Supply** (631-7100), Facilities Management Services (963-1025), Insurance and Claims Administration (963-1065), Vehicle Licensing and Parking Administration (963-1065), Mail and Messenger Services (965-8288), Corporate Information Resource Centre (965-5071), Information Analysis and Development (965-8242), **Library** and Information Services (965-7881), **microimaging services** (965-8242), and the **Ministry reading room** (965-7881) which allows public access to Ministry publications, statutes, most manuals and internal procedures.

The branch also provides a regional administrative and support services program in Kingston (613-548-6515) which provides a similar range of services to the Health Insurance Division head office program. Customer service inquiries regarding branch services should be directed to the Manager, Administrative Services (963-1073).

AUDIT BRANCH HEALTH 57
7 Overlea Blvd., 2nd Flr.
Toronto M4H 1A8
416-965-4338

This branch is responsible for the Ministry's audit functions, which include reviewing and appraising the accounting, financial and operating controls of internal offices and Ministry funded agencies.

HUMAN RESOURCES BRANCH HEALTH 58
Hepburn Block, 11th Flr.
80 Grosvenor St.
Queen's Park, Toronto M7A 1S5
416-965-5077

The Human Resources Branch works mainly in an advisory capacity with line managers who have primary responsibility for personnel matters within their units. The branch establishes Ministry personnel policies and procedures, determines appropriate classification and compensation levels for all Ministry employees, recruits staff, counsels employees, investigates employee grievances, coordinates the Ministry's **Youth Employment** Program and maintains personnel and employee benefit records. Liaison is provided between the Ministry, the Human Resources Secretariat and the Ontario Public Service Employees Union (OPSEU). The branch also coordinates human resources planning activities and functions as a staff development resource. The **Employment Equity** Program Office coordinates Ministry programs to improve the employment status of women, racial minorities, persons with disabilities, native people and francophones. It is located at 15 Overlea Blvd., 6th Flr., Toronto M4H 1A9, 963-0207. Regional offices, listed below, provide personnel services to Ministry employees in their geographic locations:

P. O. Box 1050
**Brockville K6V 5W7**
613-345-1461

100 West 5th St.
**Hamilton L9C 3N6**
416-388-2511

752 King St. W.
**Kingston K7L 4X3**
613-546-1101

Box 48 (Ontario Health Insurance)
49 Place d'Armes
**Kingston K7L 5J3**
613-548-6271

850 Highbury Ave.
**London N6A 4H1**
519-455-5110

Box 3010
**North Bay P1B 8L1**
705-474-1200

Church St.
**Penetanguishene L0K 1P0**
705-549-3181

Box 2004
**St. Thomas N5P 3V9**
519-631-8510

580 Algoma St. N.
Box 2930
**Thunder Bay P7B 5G4**
807-344-3571

1001 Queen St. W.
**Toronto M6J 1H4**
416-535-8501

Queen's Park Unit
Hepburn Block, 11th Flr.
**Toronto M7A 1S5**
416-965-5041

Overlea Unit
15 Overlea Blvd., 6th Flr.
**Toronto M4H 1A8**
416-965-2025

Islington Satellite Unit
Resources Rd.
**Toronto M5W 1R5**
416-235-5939

Box 613
**Whitby L1N 5S9**
416-668-5881

EMERGENCY HEALTH SERVICES BRANCH HEALTH 59
Overlea Blvd., 7th Flr.
Toronto M4H 1A8
416-963-2640

The branch is responsible for the provision of ambulance services in Ontario. Activities include **licensing** private, municipal and hospital-based **ambulance** services; operating nine services staffed by Ministry of Health personnel; and coordinating air ambulance transfers through a central communications centre, listed below. Emergency ambulance service can be requested via the number listed in local telephone directories or by dialing "0" for operator and asking for Zenith 90000.

Six regional offices are located throughout the province. Staff provide a direct link with the head office in Toronto; coordinate the review and approval of funds allocated to each ambulance service; offer advice related to **disaster** planning and ambulance service training programs; evaluate ambulance vehicle and equipment needs within the region; liaise with all levels of municipal, provincial, and federal governments to ensure appropriate ambulance services; provide advice to ambulance service operators to ensure service consistent with legislated requirements; and handle public inquiries and **complaints** on the system. The regional offices are listed below:

75 Spring St.
P. O. Box 790
**Almonte K0A 1A0**
613-256-3070

273 Tiffin St., Ste. 101
**Barrie L4N 2N3**
705-726-3541

Ontario Government Bldg.
119 King St. W.
Box 2112
**Hamilton L8N 3Z9**
416-521-7148

205 York St., 2nd Flr.
**London N6A 1B4**
519-661-1790

199 Larch St., 11th Flr.
**Sudbury P3E 5P9**
705-675-4336

435 South James St.
**Thunder Bay P7E 6E3**
807-475-1290

Central Air Ambulance Communications Centre
15 Overlea Blvd., 1st Flr.
**Toronto M4H 1A9**
416-963-1150
705-726-8103 Emergency Room
After hour Duty Officer

LABORATORY SERVICES BRANCH HEALTH 60
Box 9000, Terminal "A"
Resources Rd., Hwy. 401 & Islington Ave.
Toronto M5W 1R5
416-235-5952

The Laboratory Services Branch has **public health** laboratories throughout the province which perform tests to assist in diagnosis, prevention and treatment of **disease**. The branch serves doctors, hospitals, private laboratories, health units and other ministries, and performs bacteriological analyses of **drinking water** for the general public. For drinking water specimen mailing kits, call local public health laboratories, listed below.

The Laboratory Licensing and Inspection Service (235-6054) **licenses** and inspects **medical** laboratories to ensure development and maintenance of high standards of medical laboratory

services and to encourage the most economical use of available resources. Private, public health and **hospital** laboratories are inspected, as necessary, and facts on all aspects of laboratory operations are gathered. The branch also issues licences to specimen collection centres.

*Public Health Laboratory*
*Hamilton Psychiatric Hospital*
250 Fennell Ave. W., Box 2100
**Hamilton L8N 3R5**
416-385-5379

*Public Health Laboratory*
Government Bldg.
181 Barrie St., Box 240
**Kingston K7L 4V8**
613-548-6630

*Public Health Laboratory*
*London Psychiatric Hospital*
850 Highbury Ave.
Box 5704, Terminal "A"
**London N6A 4L6**
519-455-9310

*Public Health Laboratory*
750 Memorial Ave.
Box 600
**Orillia L3V 6K5**
705-325-7449

*Public Health Laboratory*
346 Moodie Dr.
Box 6301, Station "J"
**Ottawa K2A 1S8**
613-828-2442

*Public Health Laboratory*
*Midwestern Regional Children's Centre*
Box 700, Highway #23
**Palmerston N0G 2P0**
519-343-3102

*Public Health Laboratory*
99 Hospital Dr., Box 265
**Peterborough K9J 6Y8**
705-743-6811

*Public Health Laboratory*
160 McDougall St.
Box 220
**Sault Ste. Marie P6A 5L6**
705-254-7132

*Public Health Laboratory*
1300 Paris Cres.
**Sudbury P3E 3A3**
705-522-2640
(Timmins Satellite)

*Public Health Laboratory*
336 South Syndicate Ave.
Box 1100, Station "F"
**Thunder Bay P7C 4X9**
807-622-6449

*Public Health Laboratory*
67 Wilson Ave.
**Timmins P4N 2S5**
705-264-9571

*Public Health Laboratory*
*Central Laboratory*
81 Resources Rd.
Highway 401 & Islington Ave.
Box 9000, Terminal "A"
**Toronto M5W 1R5**
416-235-5952

*Public Health Laboratory*
3400 Huron Church Rd.
Box 1616
**Windsor N9A 6S2**
519-969-4341

*Laboratory Licensing and Inspection Service*
81A Resources Rd.
**Etobicoke**
416-235-6054
Mailing Address:
P. O. Box 9000, Terminal 'A'
**Toronto M5W 1R5**

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Health are listed below. Contact the communications and information branch for unlisted agencies.

### ADDICTION RESEARCH FOUNDATION HEALTH 61

33 Russell St.
Toronto M5S 2S1
416-595-6000
Fax 416-595-5017

The Addiction Research Foundation (**ARF**) conducts specialized **research** and treatment, educational, clinical, preventive and community development programs. Research results are published in books and journal articles. Pamphlets, video cassettes and other educational products are available; many are produced in English and French. The Foundation's **library** (595-6144), which is open to the public, has an extensive collection of research reports, books and **audio-visual** material. Inpatient and outpatient treatment for **alcoholics** and other **drug** abusers is available through the Clinical Institute (595-6021), a 44-bed research and teaching hospital affiliated with the University of Toronto. Regional offices of the Addiction Research Foundation assist communities in the development of preventive and treatment services.

The Foundation's **Drug and Alcohol Information Line** includes a series of factual, scientific telephone messages on alcohol and drug-related topics. This province-wide, toll-free service also offers information on community resources and treatment programs throughout Ontario. Available in English and French, the service operates from 9:00 a.m. to 9:00 p.m. daily (1-800-387-2916 or 595-6111 in Toronto).

The Foundation has a communications office with responsibility for internal and external communications (595-6067) and a French language services office (595-6067).

### CLARKE INSTITUTE OF PSYCHIATRY HEALTH 62

250 College St.
Toronto M5T 1R8
416-979-2221 Switchboard
416-979-6816 Public Information
Fax 416-599-5728

The Clarke Institute of Psychiatry operates facilities for research, training and patient care in the field of mental illness. The Institute offers inpatient and outpatient care for adults in a variety of areas and outpatient services for children and adolescents. Special units/clinics for adults include: Speech Pathology Clinic, Deafness Clinic, Assessment Clinic, Mood Disorder Clinic, Marriage Assessment Program, Psychotherapy Centre, Affective Disorders Unit, College Street Secondary School, Adult General Psychiatry Unit, Neuropsychopharmacology Research Unit, Geriatric Psychiatry, Cognitive Therapy Section and Continuing Care program (in and out patient) for those chronically disabled by mental illness, Social and Community Psychiatry Section, Emergency Department and Crisis Unit, and Work Adjustment and Employment Support Program.

The **Child and Family Studies Centre** provides general assessment services for children with psychological, **psychiatric** and behavior disorders as well as special services for children and families with difficulties in the area of learning disabilities, gender disorders, bonding, autism and psychopharmacology. The Centre also operates a Day Treatment Program for children.

Forensic Division provides inpatient care and outpatient consultation for forensic patients as well as operating **METFORS (Metropolitan Toronto Forensic Service)**, an assessment and treatment service for forensic psychiatry referrals from courts in the Judicial District of York.

The Institute also operates **Family Court Clinics** which provides assessment and treatment services to juvenile offenders, custody and access disputes and child welfare problems including child abuse.

ONTARIO CANCER TREATMENT AND RESEARCH FOUNDATION — HEALTH 63
7 Overlea Blvd., 2nd Flr.
Toronto M4H 1A8
416-423-4240
Fax 416-423-2017

The Ontario Cancer Treatment and Research Foundation supports programs of diagnosis, treatment and research in **cancer**. The Ontario Cancer Institute (incorporating the Princess Margret Hospital) is affiliated with the Foundation. The Foundation operates eight regional cancer centres (associated with hospitals) and 32 consultative and follow-up clinics. Seven lodges accommodate out-of-town ambulatory patients receiving treatment. The Division of Epidemiology and Statistics generates and reports information regarding the occurrence of cancer in Ontario (**Ontario Cancer Registry**), performs epidemiologic research and interprets epidemiologic evidence for use in cancer education and control programs. The Foundation also funds breast screening program, diagnostic tests, rehabilitation programs, including speech therapy, and prosthetic devices, transportation of patients travelling over 40 kilometers, and chemotherapeutic drugs for needy Ontario patients. Support is offered to **medical**, paramedical and scientific personnel for undergraduate and postgraduate study in oncology. In addition, the Foundation supports career scientists and laboratory and clinical cancer investigation. The **Cancer Information Service** in Hamilton (1-800-263-6750) serves as a resource centre for health professionals, researchers and students.

Regional Cancer Centres are listed below:

*Hamilton Regional Cancer Centre*
711 Concession St.
**Hamilton L8V 1C3**
416-387-9495
Fax 416-575-6323

*Kingston Regional Cancer Centre*
King St. W.
**Kingston K7L 2V7**
613-544-2630
Fax 613-544-9708

*London Regional Cancer Centre*
790 Commissioners Rd. E.
**London N6A 4L6**
519-685-8600
Fax 519-685-8614

*Ottawa Regional Cancer Centre*
190 Melrose Ave.
**Ottawa K1Y 4K7**
613-725-6300
Fax 613-725-6385

*Ottawa Regional Cancer Centre*
501 Smyth Rd.
**Ottawa K1G 8L6**
613-737-7700
Fax 613-737-6745

*Northeastern Ontario Regional Cancer Centre*
41 Ramsey Lake Rd.
**Sudbury P3E 5J1**
705-522-0454
Fax 705-522-4421

*Thunder Bay Regional Cancer Centre*
290 Munro St.
**Thunder Bay P7A 7T1**
807-343-1610
Fax 807-345-2030

*Windsor Regional Cancer Centre*
2220 Kildare Rd.
**Windsor N8W 2X3**
519-253-5253
Fax 519-971-9922

*Toronto Bayview Regional Cancer Centre*
2075 Bayview Ave.
**Toronto M4N 3M5**
416-488-5801
Fax 416-480-6002

HEALING ARTS RADIATION PROTECTION COMMISSION — HEALTH 64
7 Overlea Blvd., 6th Flr.
Toronto M4H 1A8
416-963-1030

The Healing Arts Radiation Protection (**HARP**) Commission ensures that Ontario residents' exposure to radiation from medical X-ray sources is as low as possible, consistent with the production of high quality diagnostic images.

Established under the provisions of the HARP Act, the Commission advises the Minister of Health on matters relating to **X-ray safety**, and approves training courses for all personnel involved in the use of medical X-rays. Six advisory committees representing the disciplines of chiropractic medicine, dentistry, medical radiology, physics, podiatry and radiological technology assist the Commission in developing regulations and guidelines to ensure the safe use of X-rays.

Activities, as well as, information on the creation of the Commission and its advisory committees, are detailed in the Commission's Annual Report.

ONTARIO MENTAL HEALTH FOUNDATION — HEALTH 65
365 Bloor St. E., Ste. 1708
Toronto M4W 3L4
416-920-7721

The Ontario Mental Health Foundation (OMHF) provides **grants** and **fellowships** for **mental health research**. The Foundation supports specific projects, postdoctoral students, and postgraduate independent research. Application guidelines are available from the Foundation.

CHAPLAINCY SERVICES — HEALTH 66
2195 Yonge St., 3rd Flr.
Toronto M4S 2B2
416-965-3733
Fax 416-324-7123

The Ministry of Community and Social Services acts as the lead Ministry in coordinating all chaplaincy services within the Ontario Government. For information, see the Chaplaincy Services entry under the Ministry of Community and Social Services.

## ACTS

ACTS HEALTH 67

The Ministry of Health is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Alcoholism and Drug Addiction Research Foundation Act
Ambulance Act
Cancer Act
Cancer Remedies Act
Chiropody Act
Community Psychiatric Hospitals Act
Dental Technicians Act
Denture Therapists Act
Drugless Practitioners Act
Fluoridation Act
Healing Arts Radiation Protection Act
Health Care Accessibility Act, 1986
Health Disciplines Act
Health Facilities Special Orders Act, 1983
Health Insurance Act
Health Protection and Promotion Act, 1983
Homes for Special Care Act
Hypnosis Act
Immunization of School Pupils Act, 1982
Independent Health Facilities Act, 1989
Laboratory and Specimen Collection Centre Licencing Act
Mental Health Act
Mental Hospitals Act
Ministry of Health Act
Municipal Health Services Act
Nursing Homes Act
Ontario Drug Benefit Act, 1986
Ontario Mental Health Foundation Act
Ophthalmic Dispensers Act
Prescription Drug Cost Regulation Act, 1986
Private Hospitals Act
Psychologists Registration Act
Public Hospitals Act
Radiological Technicians Act
War Veterans Burial Act

# MINISTRY OF HOUSING

**777 Bay St., 10th Flr.**
**Toronto M5G 2E5**

The Ministry of Housing is responsible for the development of programs and policies to increase the supply of affordable housing. While encouraging the conservation of existing accommodation, the Ministry provides rent-geared-to-income housing for qualified low and moderate-income households through Ontario Housing Corporation, and supports municipal, private and cooperative non-profit housing.

The Ministry also administers rent review legislation; and helps ensure that all structures in Ontario are built safely and efficiently by developing and maintaining the Ontario Building and Plumbing Codes.

COMMUNICATIONS BRANCH HOUSING 1
777 Bay St., 17th Flr.
Toronto M5G 2E5
416-585-7025
Customer Assistance: 416-585-7041

The Communications Branch provides information and communications services to both the Ministry of Housing and the Ministry of Municipal Affairs.

## HOUSING POLICY DIVISION

HOUSING POLICY DIVISION HOUSING 2
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6360

The Housing Policy Division is responsible for all strategic housing policy and program development functions in the Ministry.

HOUSING POLICY BRANCH HOUSING 3
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6360

The Housing Policy Branch is responsible for all policy and program development activity of a strategic nature in the Ministry which includes **housing** policy development in the areas of land use planning, market and socially-assisted housing supply, and rent review.

HOUSING ADVOCACY BRANCH HOUSING 4
777 Bay St., 4th Flr.
Toronto M5G 2E5
416-585-4239

The Housing Advocacy Branch focuses on opportunities for the development of affordable **housing**. The branch's objectives are to improve, influence and persuade other ministries, municipalities, community groups and the private sector to use their resources to remove obstacles and enhance opportunities for increasing the supply of affordable housing.

The branch has a role in helping with the translation of the Land Use Planning for Housing Policy Statement at the provincial level into policies at the municipal level.

RESEARCH AND STRATEGIC PLANNING BRANCH HOUSING 5
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6514

Research and Strategic Planning Branch is a key contributor to the policy and program development process and focuses on **research**, analysis and strategic planning activities. The branch puts emphasis on the surveying and analysis of the **housing** market and stock, and assessment of the strategic priorities. It also reviews activities of other governments in the housing field.

RESIDENTIAL INTENSIFICATION HOUSING 6
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6520

The Ministry of Housing, in cooperation with the Ministry of Municipal Affairs, has developed a series of programs to assist **municipalities** in providing an increased range of **housing** choices, in existing areas through residential intensification and in new development.

These include the Municipal Housing Statement, Community Planning Grants and PRIDE (Program for Renewal, Improvement, Development and Economic Revitalization) programs.

These programs encourage municipalities to consider the potential needs and demand for new housing, examine local land use regulations and, improve community services and facilities to support more housing. The programs were revised to provide funding to municipalities in order to meet the objectives of the Housing Policy Statement.

The **Local Grant Program** increases community awareness and develops local support for increasing housing choices opportunities through local campaigns, educational programs, workshops, and other promotional ideas. Funding is used to cover administration, consultant time, production of brochures and reports, and does not normally exceed $50,000.

The **Home Planning Advisory Service** offers **grants** of up to $30,000 per year to municipalities to establish resource centres. These centres offer advice and information to individuals within the community who wish to create accessory apartments or other forms of small-scale residential intensification.

PORTABLE LIVING UNITS FOR SENIORS HOUSING 7
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6514

An innovative approach to **seniors' housing** that originated in Australia, the so-called "granny flat" is a detached housing unit which can be placed in the yard of an existing family home. Intended for occupancy by an elderly parent or parents of the owner of the main house and property, the self-contained units are designed to be temporary and portable, so that they can be removed and relocated when no longer required.

To test the applicability of this housing approach, the Ministry has placed 12 of these units through its Portable Living Units for Seniors **(PLUS)** demonstration project. The Regional Municipalities of Ottawa-Carleton, Sudbury and the City of Waterloo each had 4 units, owned and operated by the province.

An evaluation of the demonstration project has been completed and it has been determined that "granny flats" are a feasible way of providing housing for seniors. The Ministry is now

developing legislation to enable municipalities to regulate the use of "granny flats". For a copy of the summary report on the PLUS project, please call the above office.

LAND USE HOUSING 8
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6514

In 1989, the **Land Use Planning** for Housing Policy Statement was released jointly by the Ministry of Municipal Affairs and the Ministry of Housing. The statement, issued under the Planning Act, is intended to: ensure there is always a supply of a land ready to develop for **housing**; use existing buildings and tap into existing services to create more housing when there is no more vacant land to build on; plan for a wide range of housing, such as apartments, townhouses, walk-ups, single-family homes; and quickly approve applications for housing development.

For more information, please contact the above office or your nearest Regional Housing Programs Office (see Housing Field Operations).

**HOUSING OPERATIONS DIVISION** HOUSING 9

HOUSING OPERATIONS DIVISION
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6373

The Housing Operations Division is involved in all activities associated with the delivery, development, monitoring and standards of programs. Its activities include support for Ontario Housing Corporation (OHC) and its local housing authorities which manage OHC housing, and support for tenant and technical programs. The division is responsible for coordinating all operational activities in the area of regulation of rental housing, including the Rental Housing Program and the Rent Registry.

SOCIAL HOUSING PROGRAMS BRANCH HOUSING 10
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-7648

The branch develops program and operational policy initiatives regarding the production, management and financing of social housing; evaluates and advises on current social housing programs and issues for the Ontario Housing Corporation, non-profit housing and related housing section; and coordinates federal-provincial relations, sector liaison and homelessness initiatives for the Housing Operations Division.

TENANT SUPPORT SERVICES BRANCH HOUSING 11
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-7637

The Tenant Support Services Branch develops programs and policies designed to improve the quality of life for **tenants** residing in **rent**-geared-to-income housing. Linkages are facilitated with social service, educational and health care providers which may be of interest or benefit to tenants. The branch also promotes tenant participation in the decisions which affect them, and develops policy in areas such as race relations, tenant rights and responsibilities, community development, supportive housing, safety and security and anti-drug initiatives.

TECHNICAL SUPPORT SERVICES BRANCH HOUSING 12
700 Lawrence Ave. W., Ste. 360
P. O. Box 136
Toronto M6A 3B4
416-256-6400
Fax 416-256-6596

The Technical Support Services Branch provides architectural, engineering and appraisal services to the Ontario Housing Corporation's client groups through the Regional Housing Programs Offices (see Housing Field Operations). Guidelines, manuals, standards and generic specifications associated with the design, construction, conservation and maintenance of housing accommodation in its many forms are developed by the branch. It also coordinates construction or conservation projects and programs that involve more than one Regional Housing Programs Office.

HOUSING FIELD OPERATIONS HOUSING 13
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6430
Fax 416-585-7610

Housing Field Operations is responsible for six Regional Housing Programs Offices (RHPO) supporting the administration of 56 **housing authorities** involved in the day-to-day management of public housing. The offices, which are located in Hamilton, London, Ottawa, Toronto, Sudbury and Thunder Bay, also work with non-profit housing corporations, cooperative groups and municipalities in the delivery of housing programs.

The province-wide delivery and administration of various housing programs, including: Ontario Community Housing Assistance Program; Federal/Provincial and Unilateral Non-Profit Housing Programs; Low-Rise Rehabilitation Program (LRRP); Convert-to-Rent Program; Rent Supplement Program; Ontario Home Renewal Program (OHRP); Municipal Housing Statement Program; Ontario Home Renewal Program for Disabled Persons and Federal/Provincial Rural Housing Programs. The RHP offices have authority to approve non-profit groups' program loans and budgets, housing authority budgets, and emergency repairs to Ontario Housing Corporation (OHC) projects. They may also award tenders above financial limits set for housing authorities.

OHC's housing authorities administer the province's **rent**-geared-to-income **housing** dealing with local issues within the framework of management agreements and general policy directives. OHC units accommodate families, **senior citizens**, **disabled** people, low-income single persons and childless couples. Persons with disabilities must arrange for the provision of support services required to carry out essential daily functions. A priority system is used to rank applications according to the degree of need. The rent is calculated on a scale that is geared to gross household income. Assaulted women applying for permanent subsidized housing are eligible for special consideration.

Regional housing programs offices and local housing authorities are listed below.

**REGIONAL HOUSING PROGRAMS OFFICES**

*Southern Office*
120 King St. W.
**Hamilton L8P 4V2**
416-521-7500
Fax 416-521-7200
If long distance dial
1-800-263-8295

*Southwestern Office*
380 Wellington St., Ste. 1100
**London N6A 5B5**
519-679-7110
Fax 519-673-5039
If long distance dial
1-800-265-4733

*Eastern Office*
1365 Richmond Rd., Ste. 300
**Ottawa K2B 6R7**
613-820-8305
Fax 613-820-9013
If long distance dial
1-800-267-6108

*Northern Office*
662 Falconbridge Rd.
**Sudbury P3A 4S4**
705-560-6350
Fax 705-560-4262
If long distance dial
1-800-461-1190

*Northwestern Office*
540 West Arthur St.
**Thunder Bay P7E 5R7**
807-475-1465
Fax 807-475-8972
If long distance dial
1-800-465-5015

*Central Office*
4950 Yonge St., 4th Flr.
Madison Centre
**Willowdale M2N 6K1**
416-225-1211
Fax 416-225-9717
If long distance dial
1-800-668-0208

**HOUSING AUTHORITIES**

*Arnprior*
8 McGonigal St.
**Arnprior K7S 1L3**
613-623-7951

*York Regional*
70 Yonge St. S., Ste. 83
**Aurora L4G 1M2**
416-727-1354
416-832-1618 (Toronto line)
If long distance dial
1-800-263-2233

*South Simcoe & Barrie*
49 High St., Ste. 404
**Barrie L4N 5J4**
705-728-3894
If long distance ask Operator
for Zenith 44120

*Hastings & Prince Edward*
194 Coleman St.
P. O. Box 682
**Belleville K8N 5B3**
613-968-3465
If long distance dial
1-800-267-2804

*Muskoka District*
95 Manitoba St., Ste. 5
P. O. Box 2009
**Bracebridge P0B 1C0**
705-645-9261
If long distance ask Operator
for Zenith 44120

*Brant & Brantford*
233 Colborne St.
Colborne Crt., Ste. 201
**Brantford N3T 2H3**
519-759-6100

*Leeds & Brockville*
51 King St. E.
**Brockville K6V 1A8**
613-342-2341
If long distance ask Operator
for Zenith 44120

*South Waterloo*
152 Main St.
**Cambridge N1R 3R5**
519-623-2686

*Kent & Chatham*
30 Raleigh St.
P. O. Box 1296
**Chatham N7M 5R9**
519-354-9592
If long distance ask Operator
for Zenith 44120

*Northumberland County*
200 Division St.
P. O. Box 969
**Cobourg K9A 4W4**
416-372-0151
If long distance ask Operator
for Zenith 24430

*Cornwall & Area*
1916 Pitt St., Unit 11
P. O. Box 1086
**Cornwall K6H 5V2**
613-938-7717
If long distance dial
1-800-267-2435

*East Kenora District*
61 King St.
**Dryden P8N 1B7**
807-223-3087
If long distance ask Operator
for Zenith 44120

*Timiskaming District*
P. O. Box 907, 6th Ave.
**Englehart P0J 1H0**
705-544-2334/35
If long distance ask Operator
for Zenith 44120

*Essex County*
360 Fairview Ave. W., No. 302
**Essex N8M 1Y3**
519-776-6464
If long distance ask Operator
for Zenith 44120

*Rainy River District*
414 Scott St.
**Fort Frances P9A 1H2**
807-274-7704
If long distance dial
1-800-465-2901

*Huron County*
44 East St.
**Goderich N7A 1M5**
519-524-2637
If long distance dial
1-800-265-1720

*Wellington & Guelph*
292 Speedvale Ave. W., Unit 7
**Guelph N1H 1C4**
519-824-7822
If long distance ask Operator
for Zenith 44120

*Hamilton-Wentworth*
2 King St. W., Jackson Sq.
P. O. Box 2500, Stn A
**Hamilton L8N 3Z9**
416-521-7399

*Prescott & Russell*
880 James St.
**Hawkesbury K6A 2W8**
613-632-8501
If long distance ask Operator
for Zenith 44120

*South Cochrane District*
629 Cedar St.
P. O. Box 1028
**Iroquois Falls "A" P0K 1G0**
705-232-4095
If long distance ask Operator
for Zenith 44120

*North Cochrane District*
Model City Mall
**Kapuskasing P5N 2E9**
705-335-6179
If long distance ask Operator
for Zenith 44120

*West Kenora District*
Bannister Centre
301 First Ave. S., 2nd Flr.
**Kenora P9N 1W2**
807-468-5612
If long distance dial
1-800-465-5308

*Bruce County*
325 Lambton St.
P. O. Box 1450
**Kincardine N2Z 2Z4**
519-396-3439
If long distance dial
1-800-265-3022

*Kingston & Frontenac*
394 King St. E.
P. O. Box 206
**Kingston K7L 4V8**
613-546-5591
If long distance ask Operator
for Zenith 44120

*North Waterloo*
385 Fairway Rd., S.
**Kitchener N2C 1X2**
519-893-6080

*Victoria-Haliburton*
Gateway Plaza, 51/55 Mary St., W.
**Lindsay K9V 5Z6**
705-324-6401
If long distance ask Operator
for Zenith 44120

*Manitoulin & Espanola Area*
13 Worthington Ave.
P. O. Box 638
**Little Current P0P 1K0**
705-368-3400
If long distance ask Operator
for Zenith 44120

*London & Middlesex*
Royal Trust Building
137 Dundas St., 4th Flr.
**London N6A 1E9**
519-434-2765
If long distance dial
1-800-265-5939

*North Simcoe & Orillia*
478 Bay St.
P. O. Box 608
**Midland L4R 4L3**
705-526-4225
If long distance dial
1-800-461-4315

*Peel Regional*
755 The Queensway E., Ste. 114
**Mississauga L4Y 4C5**
416-279-7792
If long distance ask Operator
for Zenith 44120

*Lennox & Addington County*
20 Market Square
P. O. Box 43
**Napanee K7R 3L4**
613-354-5695
If long distance dial
1-800-267-0238

*East Niagara*
4701 St. Clair Ave.
P. O. Box 656
**Niagara Falls L2E 6V5**
416-354-1678
For toll-free number check
blue pages of telephone directory

*Nipissing & Parry Sound Districts*
222 McIntyre St., Ste. 500
P. O. Box 480
**North Bay P1B 8J1**
705-472-2441
If long distance dial
1-800-461-9560

*Halton*
700 Dorval Dr., Ste. 220
**Oakville L6K 3V3**
416-849-8383
If long distance ask Operator
for Zenith 44120

*Dufferin County*
15 Brenda Blvd., Ste. 9
**Orangeville L9W 3L3**
519-941-8221

*Durham Regional*
Rundle Tower
50 Centre St. S., 4th Flr.
**Oshawa L1H 3Z7**
416-434-5011
If long distance ask Operator
for Zenith 44120

*Ottawa-Carleton Regional*
1545 Carling Ave., 7th Flr.
**Ottawa K1Z 8Z3**
613-728-1600

*Grey County & Owen Sound*
1131-2nd Ave. E., Ste. 101
**Owen Sound N4K 2J1**
519-376-5744
If long distance dial
1-800-265-3728

*Renfrew County & Pembroke*
169 Lake St.
**Pembroke K8A 5L8**
613-735-0782
If long distance ask Operator
for Zenith 44120

*Peterborough*
Time Square
380 Armour Rd., Ste. 100
**Peterborough K9H 7L7**
705-742-0439
If long distance ask Operator
for Zenith 44120

*Grenville & Prescott*
Federal Building
292 Centre St.
P. O. Box 1299
**Prescott K0E 1T0**
613-925-5906
If long distance ask Operator
for Zenith 44120

*Renfrew*
191 Plaunt St. S.
**Renfrew K7V 1M7**
613-432-3679

*Sarnia & Lambton*
242A Indian Rd. S., Ste. 211 S.
Eastland Bldg.
**Sarnia N7T 3W4**
519-344-8323

*Algoma District*
464 Albert St. E.
P. O. Box 445
**Sault Ste. Marie P6A 5M1**
705-254-7166
If long distance ask Operator
for Zenith 44120

*Haldimand-Norfolk Regional*
100 Colborne St. N.
**Simcoe N3Y 3V1**
519-426-7792
If long distance dial
1-800-265-8003

*Lanark County & Smith Falls*
1 Abel St., Unit 3
P. O. Box 848
**Smiths Falls K7A 4W7**
613-283-2555

*North Niagara*
CORBLOC
80 King St., Ste. 205
**St. Catharines L2R 7A7**
416-682-9201
If long distance ask Operator
for Zenith 44120

*Elgin & St. Thomas*
34 Churchill Cres.
**St. Thomas N5R 1N9**
519-631-4580
If long distance ask Operator
for Zenith 44120

*Perth & Stratford*
413 Hibernia St.
**Stratford N5A 5W2**
519-271-5393
If long distance ask Operator
for Zenith 44120

*Sudbury District*
10 Elm St., 14th Flr.
P. O. Box 430
**Sudbury P3E 4P6**
705-674-8323
If long distance ask Operator
for Zenith 44120

*Thunder Bay District*
1111 East Victoria Ave.
**Thunder Bay P7C 1B7**
807-623-4288
If long distance dial
1-800-465-6848

*Timmins*
124 Third Ave.
**Timmins P4N 1C5**
705-264-5274
If long distance ask Operator
for Zenith 44120

*Metropolitan Toronto*
365 Bloor St. E., 8th Flr.
**Toronto M4W 3L4**
416-969-6000

*Central Niagara*
72 East Main St.
P. O. Box 727
**Welland L3B 5R5**
416-734-4548
If long distance ask Operator
for Zenith 44120

*Windsor*
945 McDougall St.
P. O. Box 1330
**Windsor N9A 1L9**
519-254-1681

*Oxford County*
65 Springbank Ave., N.
P. O. Box 820
**Woodstock N4S 8A3**
519-539-4829
If long distance dial
1-800-265-1015

HOUSING FIELD OPERATIONS
NON-PROFIT HOUSING PROGRAMS
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6430
Fax 416-585-7610

HOUSING 14

**HOMES NOW**, a major non-profit **housing** initiative funded solely by the province, is designed to allow community-based sponsoring groups to create reasonably-priced housing. Eligible sponsors are municipal and private non-profit corporations, non-profit housing cooperatives, churches, service clubs and other associations.

About 70 per cent of the units created are allocated to people who cannot afford suitable accommodation. They pay **rents** based on their incomes (about 25 per cent of gross income) rather than on the size or type of units they require.

**FEDERAL-PROVINCIAL NON-PROFIT HOUSING PROGRAM** is another source of moderate-cost housing for families, **senior citizens**, childless couples, single persons and **persons with disabilities. Subsidies are provided by the federal and provincial governments.**

The above programs are administered by this Ministry's Regional Housing Programs Offices (See Housing Field Operations.)

HOUSING FIELD OPERATIONS HOUSING 15
ONTARIO HOME RENEWAL PROGRAM
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6430

Ontario Home Renewal Program (**OHRP**) helps owner-occupants of residential properties to fix up their **homes** to standards developed locally and agreed to by the Ministry. The program is aimed at rehabilitating sub-standard homes, with the emphasis on faulty structural and sanitary conditions, as well as the upgrading of plumbing, insulation, heating and electrical systems.

**Loans** of up to $7,500 are made to eligible owner-occupants who wish to bring their homes up to standard. A portion of a loan may be forgiven depending on the recipient's income. The current maximum annual qualifying family income, after allowable deductions is $21,000.

Detailed information and application forms are available from local **municipalities** taking part in the Ontario Home Renewal Program (OHRP). In areas that are not situated within existing municipal boundaries, assistance is provided through the Ministry of Northern Development and Mines Field Offices (see Regional and Community Development Branch).

HOUSING FIELD OPERATIONS HOUSING 16
FEDERAL/PROVINCIAL RURAL HOUSING PROGRAM
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6430

Assistance is provided for the acquisition and rehabilitation of existing family units or the construction of new family units in rural communities with populations of less than 2,500.

**Mortgage** payments are geared to household income under this **home** purchase program administered by the federal government.

Canada Mortgage and Housing Corporation, the federal agency, provides 75 percent and Ontario Housing Corporation supplies 25 percent of the funds for this program.

For further information, please contact the nearest Canada Mortgage and Housing Corporation Office for details.

HOUSING FIELD OPERATIONS HOUSING 17
RENT SUPPLEMENT PROGRAM
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6430
Fax 416-585-7610

The Ontario Housing Corporation (OHC) and its local housing authorities work closely with the private sector in making suitable rental accommodation available for households who pay **rents** according to their incomes.

Under the Rent Supplement Program, OHC pays landlords the difference between the tenants' geared-to-income rents and the full rental rate negotiated between OHC (or the local housing authority) and the landlords.

Prospective **tenants** are chosen from the local **housing** priority list for rent-geared-to-income housing. The landlord meets with local housing authority staff to discuss applications from

prospective tenants. The applicant is then advised of the availability of the unit by the local housing authority, and leasing arrangements are made between the landlord and the prospective tenant.

The tenant signs a lease with the landlord who is responsible for the normal landlord/tenant relationships, such as rent collection, maintenance, repairs and services normally offered to all tenants in the building.

HOUSING FIELD OPERATIONS HOUSING 18
CONVERT-TO-RENT PROGRAM
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6430
Fax 416-585-7610

The Convert-to-Rent program is designed to encourage the creation of moderate-cost market rental apartments, primarily through the conversion of non-residential buildings, by offering interest-free loans.

The program has been expanded to include **loan** assistance for the production of hostel-type **accommodation** as well as new rental housing within single-family accommodations. Special additional loans are available for units that are made accessible to **disabled persons**.

Assistance is in the form of 15-year interest-free loans of up to $7,000 per unit. An additional $5,000 per unit is available for units modified for disabled persons

Vacant factories, schools, warehouses and space over retail stores and offices are eligible for conversion into apartments. Construction of new rental housing or a combination of conversion and construction can occur on non-residential sites.

To make better use of existing facilities, space in residential complexes that is not used for shelter, such as garage and storage areas, may be converted. Interest-free loans are also available for building new rental units onto existing housing projects or residential sites. Participants in multi-unit projects are required to offer up to 25 per cent of their units for use by the local housing authority responsible for managing assisted housing in the community.

The Convert-to-Rent program is administered through the Ministry's Regional Housing Programs Offices (see Housing Field Operations).

HOUSING FIELD OPERATIONS HOUSING 19
MUNICIPAL HOUSING STATEMENT PROGRAM
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6430
Fax 416-585-7610

The Ministry offers study grants and technical assistance to help municipalities prepare or update their housing statements.

A **Municipal Housing Statement (MHS)** defines a municipality's housing requirements and policy directions. It consists of two major components: a housing market analysis and the basis of a housing strategy. Housing statements also examine issues affecting maintenance of housing, such as housing renewal, quality of housing, energy efficiency, and potential for intensification of existing building stock.

When endorsed by a municipal council and approved by the Ministry, a housing statement can form the basis of a **municipality's** request for federal and provincial assistance with housing programs.

The Municipal Housing Statement Program is administered by this Ministry's Regional Housing Programs Offices (see Housing Field Operations).

HOUSING FIELD OPERATIONS HOUSING 20
LOW-RISE REHABILITATION PROGRAM
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6514
Fax 416-585-7610

This program offers **landlords** forgivable **loans** of up to $5,000 per unit to upgrade low-rise apartments in Ontario which are at least 25 years old.

The program also includes rooming houses, owner-occupied plexes, and modifications that create accessibility for tenants who are disabled.

For further information, contact the nearest Regional Housing Programs Office (see Housing Operations Division).

HOUSING FIELD OPERATIONS HOUSING 21
MUNICIPAL BUILDING PROFILE PROGRAM
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6514

The program is designed to help municipalities develop automated information systems that define the characteristics of their rental housing by age, location and type of projects.

**Grants** of up to $20,000 are being made to **municipalities** where the population is at least 10,000 or more, and the rental stock makes up at least 25 per cent of the total housing. The one time grant may cover up to 100% of eligible costs including those associated with project staff, consultants and the development of computer software.

Aided by comprehensive profiles of the rental accommodation within their boundaries, municipalities will be able to plan for their future rental housing, and benefit from any available government assistance, such as support for the upgrading of older rental stock.

HOUSING FIELD OPERATIONS HOUSING 22
HOME SHARING PROGRAM
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6514

Home sharing is a living arrangement involving two or more unrelated persons who share a family house or apartment. Each has his or her own private space and shares some common areas such as the living room and kitchen.

Through its Home Sharing Program, the Ministry is co-sponsoring the development of municipal services to match together persons who are seeking and providing accommodation. These services go beyond those of a typical housing registry or referral agency. Counselling and follow-up assistance is an integral part of the shared housing approach.

A variety of client groups are served under this program. Seniors, single parents, students, newcomers to Canada, and singles in general have benefitted from the Home Sharing Program.

The Ministry is currently funding a total of 17 home sharing projects located in Metropolitan Toronto, the regions of Hamilton, Niagara, Ottawa-Carleton, Sudbury, and Waterloo and York, and the cities of Peterborough, London and North Bay.

HOUSING FIELD OPERATIONS HOUSING 23
METRO TORONTO HOUSING AUTHORITY
365 Bloor St. E., Ste. 8000
Toronto M4W 3L4
416-969-6000
Maintenance Inquiry Board: 789-7901

The Metro Toronto Housing Authority administers the **Ontario Housing Corporation's rent-geared-to-income housing** in Metropolitan Toronto through six district offices, listed below. Tenant applications are made to the Housing Registry. Complaints should first be directed to on-site project managers. The **Maintenance Inquiry Board** operates a 24-hour service for after-hours maintenance problems.

*District 1*
2 Berkeley St., Unit 310
**Toronto M5A 2W3**
416-366-7851
(Central Toronto)

*District 2*
3227 Eglinton Ave. E., Unit 135
**Scarborough M1J 3M5**
416-261-6176
(East Toronto, East York
and Scarborough South)

*District 3*
4630 Kingston Rd., Unit 8
**Scarborough M1E 2P8**
416-281-2940
(North and East Scarborough)

*District 4*
2 Sheppard Ave. E., Ste. 403
**Willowdale M2N 5Y7**
416-226-2002
(East and Central North York)

*District 5*
3765 Chesswood Dr.
**Downsview M3J 2P6**
416-636-6621
(West North York
and North Etobicoke)

*District 6*
56 Aberfoyle Cres., 3rd Flr.
**Islington M8X 2W4**
416-239-1155
(York, South Etobicoke
and West Toronto)

METRO TORONTO HOUSING AUTHORITY HOUSING 24
RACE RELATIONS POLICIES AND PROGRAMS
365 Bloor St. E., Ste. 8000
Toronto M4W 3L4
416-969-6142

The Race Relations Policies and Programs Office specializes in race relations training, multicultural programming and mediation for tenants of the **housing** authority.

HOUSING FIELD OPERATIONS
RENT REVIEW PROGRAMS
415 Yonge St., 19th Flr.
Toronto M5B 2E7
416-324-4970

HOUSING 25

Ontario's **Residential Rent Regulation Act** limits the amount and frequency of **rent** increases in private residential rental accommodation. Through a network of 20 local rent review offices, Rent Review Programs resolves rent review applications from landlords and tenants, provides education and information services, and investigates and prosecutes illegal activities. Local offices (listed below) also provide information and advice on all **landlord and tenant** matters, including the Landlord and Tenant Act. After office hours, Monday to Friday 5pm-8pm, Saturday 10am-1pm, call toll-free 1-800-461-6767 (English/French/TDD).

**EASTERN ONTARIO REGION**

265 Ontario St., 1st Flr.
**Kingston K7K 2X5**
613-548-6770
If long distance ask operator
for Zenith 96000
For Counties of Frontenac, Lennox &
Addington, Leeds & Grenville,
Hastings & Prince Edward

40 King St. W., Ste. 700
**Oshawa L1H 1A4**
416-723-8135
If long distance ask operator
for Zenith 96000
For Regional Municipality of Durham

10 Rideau St., 3rd Flr.
**Ottawa K1N 9J1**
613-230-5114
If long distance ask operator
for Zenith 96000
For Regional Municipality of
Ottawa-Carleton, Counties of
Renfrew, Stormont-Dundas-Glengary,
Prescott & Russell & Lanark

139 George St. N., 1st Flr.
**Peterborough K9J 3G6**
705-743-9511
If long distance ask operator
for Zenith 96000
For Counties of Peterborough,
Northumberland, Victoria, Haliburton

**CENTRAL ONTARIO REGION**

4 Robert Speck Parkway, Ste. 550
**Mississauga L4Z 1S1**
416-270-3280
If long distance ask operator
for Zenith 96000
For Regional Municipality of Peel

47 Sheppard Ave. E., Ste. 402
**North York M2N 5X5**
416-250-1261
If long distance ask operator
for Zenith 96000
For North York, and Regional
Municipality of York,
excluding the Towns of E.
Gwillimbury and Georgina

1200 Markham Rd., Ste. 415.
**Scarborough M1H 3C3**
416-438-3452
If long distance ask operator
for Zenith 96000
For Scarborough

5233 Dundas St. W., 4th Flr.
**Etobicoke M9B 1A6**
416-236-2681/2291

56 Wellesley St. W., 8th Flr.
**Toronto M7A 2J9**
416-964-8281
If long distance ask operator
for Zenith 96000
For City of Toronto, East York

**SOUTHWESTERN ONTARIO REGION**

114 Worsley St., 5th Flr.
**Barrie L4M 1M1**
705-737-2111
If long distance ask operator
for Zenith 96000
For County of Simcoe, Towns of
East Gwillimbury & Georgina
in the Regional Municipality
of York, District
Municipality of Muskoka

25 Main Street W., Ste. 620
**Hamilton L8P 1H1**
416-528-8701
If long distance ask operator
for Zenith 96000
For Regional Municipalities
of Hamilton-Wentworth, Halton,
Haldimand-Norfolk, County of Brant

30 Duke St. W., 4th Flr., Ste. 401
**Kitchener N2H 3W5**
519-579-5790
If long distance ask operator
for Zenith 96000
For Regional Municipality of
Waterloo, Counties of Wellington,
Dufferin

240 Wharncliffe Rd. N., Ste. 100
**London N6H 4P2**
519-679-7270
If long distance ask operator
for Zenith 96000
For Counties of Middlesex,
Oxford, Elgin, Lambton,
Perth, Huron

1077 Second Ave. E.
**Owen Sound N4K 2H8**
519-376-3202
If long distance ask operator
for Zenith 96000
For Counties of Grey, Bruce

43 Church St., Ste. 505
**St. Catharines L2R 7E1**
416-684-6562
If long distance ask operator
for Zenith 96000
For Regional Municipality
of Niagara

880 Ouellette Ave., Ste. 302
**Windsor N9A 1C7**
519-253-3532
If long distance ask operator
for Zenith 96000
For Counties of Essex, Kent

**NORTHERN ONTARIO REGION**

189 Wyld St.
**North Bay P1B 1Z7**
705-476-1231
If long distance ask operator
for Zenith 96000
For Districts of Nipissing,
Parry Sound

128 Larch St., 6th Flr.
**Sudbury P3E 5J8**
705-675-4394
If long distance ask operator
for Zenith 96000
For Regional Municipality of
Sudbury, Districts of Sudbury,
Manitoulin, Algoma

540 W. Arthur St.
**Thunder Bay P7A 5R7**
807-475-1599
If long distance ask operator
for Zenith 96000
For Districts of Thunder Bay,
Kenora, Rainy River

111 Wilson Ave., Ground Flr.
**Timmins P4N 2S8**
705-264-9555
If long distance ask operator
for Zenith 96000
For Districts of
Cochrane, Timiskaming

RENT REVIEW PROGRAMS HOUSING 26
SUCCESSFUL LANDLORD PROGRAM
415 Yonge St., 19th Flr.
Toronto M5B 2E7
416-326-0917

The Ministry of Housing encourages homeowners to become landlords through conversion of extra space to accessory apartments. Studies have indicated that small landlords require improved **business** skills.

The Successful Landlord Program develops **education** and information programs to assist **landlords** in managing their properties more effectively.

The Successful Landlord, a 5 part **television** series developed to provide information on getting into real estate; record keeping, acquisition and financing; good property management; landlord and the law; renovations and rehabilitation, is available on a rental basis to schools, libraries, and non-profit institutions through TVOntario's VIP service (416-484-2637 or toll-free 1-800-268-8840 ext. 2637).

An English/French **publication** was produced entitled "The Successful Landlord Study Manual" which provides practical guidance to the day-to-day business of being a small landlord, and is available at a cost of $26.00 through TVOntario (416-484-2614 or toll-free 1-800-387-8411).

HOUSING FIELD OPERATIONS HOUSING 27
RENTAL HOUSING PROTECTION PROGRAM
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-7527

The Rental Housing Protection Program, administers the **Rental Housing Protection Act**, 1989.

Certain activities which reduce the stock of rental **housing** in larger centres are restricted by the Act. **Municipal** councils are required to approve proposals to convert, demolish, renovate, sever into individual ownership or otherwise change the use of rental housing. Tenants may not be evicted for these activities until municipal approval is obtained. Controls over condominium conversion apply to all rental residential properties in the province.

The program provides advice on the Act to municipalities and the general public and undertakes enquiries on alleged violations. The Rental Housing Protection Act brochure is available to the general public.

HOUSING FIELD OPERATIONS HOUSING 28
ONTARIO'S RENT REGISTRY
415 Yonge St., 19th Flr.
Toronto M5B 2E7
416-963-3624

As part of the **Residential Rent Regulation Act**, 1986, a province-wide Rent Registry has been established to record the maximum **rent** for private rental residential units. This process involves annual updating of the rents filed by landlords in accordance with the rent review guideline or as a result of rent review orders.

Landlords were required to register complexes (other than boarding houses) with 7 units or more by May 1, 1987. **Registration** of complexes with 6 units or less will be required at a later

date, but may be performed earlier. The rent to be filed is generally the rent charged on July 1, 1985.

The Registry records, in its computer system, the "rent filed by landlord" and any recent rent review orders. The landlord and tenants are notified, and may apply to local Rent Review offices to correct, dispute or certify the legality of the registered rent.

The Registry ensures compliance with registration requirements, investigates registered and current rents, and prosecutes offences. It also provides support to the Rent Review Services Branch in computer systems, public education and staff training.

Information recorded in the Rent Registry is available from the local Rent Review office serving the area where the complex is located. (See listing under Rent Review Programs).

HOUSING FIELD OPERATIONS HOUSING 29
RENT REVIEW HEARINGS BOARD
77 Bloor St. W., 10th Flr.
Toronto M5S 1M2
416-963-2742/1914
Fax 416-963-1200

The Rent Review Hearings Board is responsible for appeals under the **Residential Rent Regulation Act**, 1986. Appeals can be made by landlords or tenants who are directly affected by and disagree with the Minister's decisions concerning determination of rent, disputed rent, rent rebate, standards of rental units, etc. Information, advice, **publications**, brochures and information sheets, videos, annual report and reference material on the **appeal** process for tenants and landlords are available from Resource Centres located at the Head Office and in the four regional offices listed below.

**CENTRAL REGION**

2190B Yonge St., 6th Flr.
**Toronto M4S 2B8**
416-322-7811
Fax 416-322-7807
If long distance dial
1-800-382-8936

**SOUTHWESTERN REGION**

150 Dufferin Ave., 2nd Flr.
**London N6A 5N6**
519-679-7226
Fax 519-679-7128
If long distance dial
1-800-265-3459

**EASTERN REGION**

255 Albert St., 4th Flr.
**Ottawa K1P 6A9**
613-563-7096
Fax 613-563-3349
If long distance dial
1-800-267-1220

**NORTHERN REGION**

30 Cedar St., 8th Flr.
**Sudbury P3E 1A4**
705-688-3015
Fax 705-688-3021
If long distance dial
1-800-461-0141

HOUSING FIELD OPERATIONS HOUSING 30
RESIDENTIAL RENTAL STANDARDS BOARD
777 Bay St., 4th Flr.
Toronto M5G 2E5
416-585-7405
Toll-free 1-800-387-4451
Fax 416-585-6355

The Residential Rental Standards Board, created under the **Residential Rent Regulation Act**, 1986, ensures that all private rental residential units in the province are maintained at an acceptable minimum standard. The Board deals with serious maintenance problems, such as structural defects, inadequate heating, fire safety, pest infestation and plumbing defects, which have an impact on the health and safety of tenants, or the maintenance of buildings.

The Board's duties include: reviewing orders from provincial and municipal issuing authorities dealing with rental property; adopting minimum standards for health, safety and maintenance, as well as, issuing orders under these standards; reporting serious violations in all orders and recommending long-term solutions for maintenance issues to the Minister; educating and advising landlords and tenants on maintenance issues for rental residential properties.

Additional information including an Outline of the Board, the Standard and a Guide to the Standard, can be obtained by writing or telephoning the Board or contacting local Rent Review Programs offices (see Rent Review Programs).

## BUILDING PROGRAMS

ONTARIO BUILDINGS BRANCH HOUSING 31
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6666

The Ontario Buildings Branch administers the **Building Code** under the Building Code Act and the **Plumbing Code**. The Building Code consists of building requirements to minimize the risk of injury and property damage from structural failure, fire and health hazards. Advice is provided to municipalities, builders and the public on **building** regulations enforced by municipalities.

The branch also manages the **Building Action Program**, which administers **grants** to **municipalities** for innovative projects improving areas of building administration, and provides training courses for municipal building officials.

Other areas of responsibility include research of building industry issues and government-wide consolidation and streamlining of legislation relating to building.

## CORPORATE RESOURCES MANAGEMENT DIVISION

CORPORATE RESOURCES MANAGEMENT DIVISION HOUSING 32
777 Bay St., 10th Flr.
Toronto M5G 2E5
416-585-6670

Corporate Resources Management Division supports and advises the ministries of Housing and Municipal Affairs in achieving program objectives. This office develops management

policies and processes; sets administrative standards; delivers essential resources and support services, and provides ongoing advice on a range of management activities and issues.

ADMINISTRATIVE SERVICES BRANCH HOUSING 33
777 Bay St., 10th Flr.
Toronto M5G 2E5
416-585-6800

The Administrative Services Branch provides management services, resources planning, purchasing, accommodation, support to agencies, and the administration of **Freedom of Information** and Protection of Privacy legislation.

The Resources Planning Section (585-7042) manages the Ministry's financial resources allocation, estimates and results management processes.

The Facilities and Services Section (585-7232) serves the Ministry of Housing, the Ministry of Municipal Affairs and their agencies in the procurement of goods and services, forms and manuals management, printing, duplicating, office accommodation and design, telephone and mail services as well as assets and fleet management. The section liaises with the Ministry of Government Services to coordinate common services.

The section is also responsible for the **library** located at 777 Bay St., 2nd Floor. The library operates a freedom of information **reading room** which provides public access to publications, statutes, and operational manuals of both ministries , listed in the Freedom of Information and Protection of Individual Privacy Directory of General Records.

The Corporate and Agency Services (585-6521) provides administrative support and consultative services to Ministry agencies and boards. Submissions resulting from public **tenders** called on behalf of the Ministry and its agencies are accepted by the section.

AUDIT SERVICES BRANCH HOUSING 34
777 Bay St., 17th Flr.
Toronto M5G 2E5
416-585-6550

The Audit Services Branch is responsible for the internal audit function for the ministries of Housing and Municipal Affairs and their agencies. The branch performs financial, EDP and management audits to assess the adequacy of controls.

FINANCIAL SERVICES BRANCH HOUSING 35
777 Bay St., 3rd Flr.
Toronto M5G 2E5
416-585-6577

The Financial Services Branch provides financial management and accounting services to all Ministry of Housing and Ministry of Municipal Affairs programs. These services include accounts payable, coordination of housing related cost-sharing arrangements with the federal government, receipt of revenue, formulation of policies and procedures relating to financial control, and preparation of annual estimates and public accounts.

The branch coordinates housing-related, cost-sharing arrangements with the federal government, and provides accounting and banking services to 56 **housing authorities** across the province.

Financial liaison with the Provincial Auditor and the Ministry of Treasury and Economics is also provided by the branch.

HUMAN RESOURCES BRANCH HOUSING 36
777 Bay St., 3rd Flr.
Toronto M5G 2E5
416-585-6003

The Human Resources Branch performs personnel functions for the Ministry of Housing and the Ministry of Municipal Affairs. The Metropolitan Toronto Housing Authority handles its own personnel functions (928-4914) with advisory support from the human resources branch. Human resources works mainly in an advisory capacity with line managers who have primary responsibility for personnel matters within their units. It is responsible for the formulation of Ministry personnel policies and procedures, human resource planning, staff development, establishment of appropriate classification and compensation levels for all Ministry employees, staff recruitment, employee counselling, investigation of employee grievances, and all matters affecting working conditions and performance.

The branch maintains the ministries' personnel, payroll and employee benefit records. It also provides liaison between the ministries and the Civil Service Commission, Human Resources Secretariat, Management Board of Cabinet, and Ontario Public Service Employees Union (OPSEU).

The branch offers a complete staff relations service to the Ontario Housing Corporation and its local Housing Authorities in dealing with the Canadian Union of Public Employees (CUPE) and OPSEU.

The **Employment Equity Program** Office plans, develops and coordinates programs within the Ministry of Housing, the Ministry of Municipal Affairs, and their agencies to improve the employment status of women, visible minorities, disabled persons, Native peoples and francophones.

The **French Language Services** Section is responsible for coordinating the implementation of French language services in designated areas of the province, under the French Language Services Act. Coordination of French-language training and evaluation is the responsibility of human resources planning and development.

INFORMATION AND TECHNOLOGY SERVICES BRANCH HOUSING 37
777 Bay St., 3rd Flr.
Toronto M5G 2E5
416-585-6830

The Information and Technology Services Branch provides management consulting, **systems development** and information technology-related services to the Ministry of Housing and its agencies. End-users receive office automation technical support and education. The branch is responsible for the definition, development and documentation of the Ministry's computerized information systems. It liaises with the Ministry of Government Services' Computer and Telecommunication Services Division, and represents the Ministry at the Ontario Systems Council. For government systems development policy, see Management Board of Cabinet, Information Technology Division.

LEGAL SERVICES BRANCH HOUSING 38
777 Bay St., 16th Flr.
Toronto M5G 2E5
416-585-6703

The Legal Services Branch provides legal services to the Ministry of Housing and its agencies, boards and commissions. These services relate to housing supply and social housing pro-

grams, building development, rent review, purchase and sale of land, mortgages, Ministry operations and interpretation of statutes, regulations and proposed legislation. The section serving the Metropolitan Toronto Housing Authority is located at 1320 Yonge St., 2nd Flr., Toronto M4T 2W4, 928-4938.

## ACTS

ACTS HOUSING 39

The Ministry of Housing is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Building Code Act
Elderly Person's Housing Aid Act
Housing Development Act
Ministry of Municipal Affairs and Housing Act, 1981
Ontario Housing Corporation Act
Ontario Water Resources Act,
subsections 44(2)(a), (b) and (c) and
sections 45 to 48 inclusive
Rental Housing Protection Act, 1986
Residential Complexes Financing Costs Restraint Act, 1982
Residential Rent Regulation Act, 1986
Residential Tenancies Act, 1980
Rural Housing Assistance Act

# MINISTRY OF INDUSTRY, TRADE AND TECHNOLOGY

**Hearst Block**
**900 Bay St.**
**Queen's Park, Toronto M7A 2E1**

The Ministry of Industry, Trade and Technology encourages accelerated introduction and application of new manufacturing technology; assists in product innovation and commercialization of new products and processes; promotes domestic and foreign investment; encourages companies to export; supports trade through international offices, trade shows and missions; promotes and assists the formation of small businesses and encourages expansion of the domestic market by identifying domestic sources of supply.

## DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH MITT 1
Hearst Block, 9th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-5466 Creative Services
416-965-7075 Media Information Services
Fax 416-963-0335

The mandate of this branch is to communicate the Ministry's role, programs and services to the general public, the business community and the media. Media Information Services is responsible for speeches, news releases, press conferences and media relations. Creative Services is responsible for communications planning, **advertising**, **publications**, audio/visual presentations and special events.

PREMIER'S COUNCIL SECRETARIAT MITT 2
Hearst Block, 8th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-963-0010

The Secretariat provides administrative, research and public relations support for the activities of the Premier's Council, which consists of senior representatives of business, labour and academia along with a number of government ministers. The Council is responsible for developing and recommending long-term strategies for strengthening the provincial economy.

LEGAL SERVICES BRANCH MITT 3
56 Wellesley St. W., 5th Flr.
Toronto M7A 2E7
416-326-1000

The branch staff, who are seconded to this Ministry by the Ministry of the Attorney General, provide general legal services and counselling.

AUDIT SERVICES BRANCH MITT 4
56 Wellesley St. W., 18th Flr.
Queen's Park, Toronto M7A 2E7
416-326-1703

The branch, which has a dual responsibility to act in a consultative and audit role, provides internal audit services to the Ministry and its agencies. To ensure economy, efficiency and

effectiveness, the branch reviews and appraises financial management and electronics data processing controls of its operational and program activities.

SMALL BUSINESS ONTARIO MITT 5
BUSINESS START-UP SERVICES
Hearst Block, 7th Flr.
900 Bay Street
Queen's Park, Toronto M7A 2E1
416-965-5494/0410

Business Start-Up Services offers services and self-help materials to enhance the management skills and planning capabilities of small **business** in Ontario, with the focus on the start-up stage.

A toll-free (1-800-387-6142) **information service** will answer basic questions on business start-up, and provide referral service to the Ministry's local small business services. Seminars on starting a business, marketing, and other subjects are presented on a regular basis throughout Ontario. The **University Small Business Consulting Service** provides the business schools of 15 Ontario universities with funds permitting senior commerce and MBA students to offer low-cost consulting services to small business.

SMALL BUSINESS ONTARIO MITT 6
YOUTH START-UP CAPITAL PROGRAMS
625 Church St., 1st Flr.
Toronto M4Y 2E8
416-326-5822
Toll-free 1-800-387-0777 Youth Hotline

The Youth Start-Up Capital Programs provide young people with interest free loans to operate their own businesses. The two programs are: The Student Venture Program provides students with an interest-free loan of up to $3000 to start a summer business; and The Youth Venture Program provides a loan of up to $7500 interest-free for one year.

SMALL BUSINESS ONTARIO MITT 7
SMALL BUSINESS ADVOCACY SECTION
Hearst Block, 7th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-6304

The Small Business Advocacy Section advises the government on the impact of new policies and **legislation** on small **business** performance. Staff meet regularly with business groups and support the Committee of Parliamentary Assistants for Small Business.

The section administers the **Technology Personnel Program**, which **financially** assists companies hiring new technical staff, and **Visions**, the entrepreneur school visits program.

The section produces the annual **State of Small Business** report; carries out small business **research**; and develops initiatives to improve small business access to financing.

## ASSISTANT DEPUTY MINISTER-INDUSTRY AND TRADE EXPANSION

INDUSTRY AND TRADE EXPANSION DIVISION MITT 8
Hearst Block, 8th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-1615

The division assists Ontario businesses to enter, compete successfully, and remain competitive in international markets. This office also encourages investors to select the province as the site for their investments and to promote regional economic development within Ontario.

The Industry and Trade Expansion Division delivers the Ministry's programs and services through 13 offices located throughout Southern Ontario. General business counselling on product development, manufacturing, financing and marketing is provided to secondary manufacturing **industries**, small **business** entrepreneurs and investors.

### REGIONAL OFFICES IN ONTARIO

Bank of Montreal Tower
1 James St. N., Ste. 200
**Hamilton L8R 2K3**
416-521-7783
Fax 416-521-7398
If long distance dial
1-800-263-9293
(Central Ontario West Area)

1055 Princess St., Ste. 308
**Kingston K7L 5T3**
613-545-4444
Fax 613-545-4439
If long distance dial
1-800-267-7848
(Eastern Ontario Area)

30 Duke St. W., Ste. 906
**Kitchener N2H 3W5**
519-744-6391
Fax 519-744-6204
If long distance dial
1-800-265-2428
(Southwestern Ontario Area)

195 Dufferin Ave., Ste. 607
**London N6A 1K7**
519-433-8105
Fax 519-433-6765
If long distance dial
1-800-265-4743
(Southwestern Ontario Area)

4 Robert Speck Parkway, Ste. 1140
**Mississauga L4Z 1S1**
416-279-6515
Fax 416-279-9160
If long distance dial
1-800-668-0412
(Central Ontario West Area)

73 Mississaga St. E., 2nd Flr.
Box 488
**Orillia L3V 6K2**
705-325-1363
Fax 705-325-4484
If long distance ask Operator
for Zenith 59130
(Central East Ontario Area)

Place de Ville, Tower B, Ste. 870
**112 Kent St.**
**Ottawa K1P 5P2**
613-566-3703
Fax 613-563-0436
If long distance dial
1-800-267-6592
(Eastern Ontario Area)

Nor-Towne Plaza
1137 Second Ave. E.
**Owen Sound N4K 2J1**
519-376-3875
Fax 519-376-8000
If long distance ask Operator
for Zenith 59130
(Southwestern Ontario Area)

139 George St. N.
**Peterborough K9J 3G6**
705-742-3459
Fax 705-742-3272
If long distance dial
1-800-461-6429
(Eastern Ontario Area)

Polysar Building
201 Front St. N., 8th Flr., Ste. 801
**Sarnia N7T 7T9**
519-332-5030
Fax 519-332-2836
If long distance dial
1-800-265-1449

80 King St., Ste. 401
Corbloc Bldg.
**St. Catharines L2R 7G1**
416-688-1454
Fax 416-688-4872
If long distance dial
1-800-263-5670
(Central Ontario West Area)

5 Fairview Mall Dr., Ste. 480
**Willowdale M2J 2Z1**
416-491-7680
Fax 416-491-3650
If long distance ask Operator
for Zenith 59130
(Central Ontario East Area)

250 Windsor Ave.
2nd Flr., Rm. 227
**Windsor N9A 6V9**
519-252-3475
Fax 519-252-9677
If long distance dial
1-800-265-1345
(Southwestern Ontario Area)

TRADE AND INVESTMENT SUPPORT BRANCH MITT 9
Hearst Block, 5th Flr.
900 Bay St.
Queens Park, Toronto M7A 2E1
416-965-2085
Fax 416-324-3637

The role of the branch is to support the trade and investment activities of the international branches and act as a conduit between the regional offices and the international offices in these activities.

TRADE AND INVESTMENT SUPPORT BRANCH MITT 10
STRATEGIC ALLIANCES SECTION
Hearst Block, 5th Flr.
900 Bay St.
Queens Park, Toronto M7A 2E1
416-965-9700

The Strategic Alliance Section provides specialized counselling and guidance to Ontario secondary **manufacturers** with opportunities provided through joint ventures, licensing arrangements, technology transfer, **mergers** and acquisitions in conjunction with the Ministry's Regional and International Offices.

It also coordinates activities listed under joint ventures/licensing and mergers and acquisitions program promoted through the Market Place Bulletin.

TRADE AND INVESTMENT SUPPORT BRANCH MITT 11
PLANT LOCATION AND MUNICIPAL LIAISON SECTION
Hearst Block, 5th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-7299

The Plant Location and Municipal Liaison Section offers a confidential consulting and locating service to **industries** considering the establishment of new or expanded **manufacturing** facilities. Consultative services and **publications** on industrial development and promotion are available to municipalities.

TRADE AND INVESTMENT SUPPORT BRANCH MITT 12
BUSINESS IMMIGRATION SECTION
Hearst Block, 5th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-5331
Fax 416-324-3637

The Business Immigration Section counsels foreign business persons intending to immigrate to Canada, concerning procedures and **business** prospects in Ontario. Assistance is provided with business establishment issues following immigration, especially to introduce business **immigrants** to business opportunities. The section also reviews proposals for program eligibility, from Ontario businesses seeking capital through the **Immigrant Investor Program**.

In addition, the section provides other business immigration related services, such as, assistance with transfer of key personnel from other countries to new Ontario operations.

TRADE AND INVESTMENT SUPPORT BRANCH MITT 13
TRADE SECTORS AND POLICY LIAISON SECTION
Hearst Block, 5th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-963-2500

This section directs the development and implementation of international marketing and field services delivery programs which will, by expanding international trade, support the growth of productive, stable employment in Ontario.

TRADE AND INVESTMENT SUPPORT BRANCH MITT 14
SPECIAL PROJECTS SECTION
Hearst Block, 5th Flr.
900 Bay St.
Queen's Park Toronto M7A 2E1
416-965-5702

The Special Projects Section administers the **Trade Expansion Fund**, which provides matching **grants** for export marketing activities for small and medium-sized Ontario manufacturers to increase **exports** by developing new markets.

This office is responsible for the **NEBS** (New Exporters to Border States) and **EURONEX** (New Exporters to Europe) educational trade mission programs designed to provide new exporters with the opportunity to learn about the markets of the U.S. and Europe.

The section coordinates incoming business delegations and outgoing trade and investment delegations which have ministerial participation.

TRADE AND INVESTMENT SUPPORT BRANCH MITT 15
INVESTMENT MARKETING SECTION
Hearst Block, 5th Flr.
900 Bay St.
Queen's Park Toronto M7A 2E1
416-965-5711

The Investment Marketing Section provides counsel to domestic or **international** firms involved in manufacturing of tradeable services on setting up or expanding business in Ontario. It also coordinates the Ministry's international investment program.

THE AMERICAS BRANCH MITT 16
Hearst Block, 3rd Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-5834
Fax 416-963-1526

In the USA and Latin America, The Americas Branch directs the development and implementation of international marketing and field services delivery programs which will, by expanding **international** trade, support the growth of productive, stable employment in Ontario.

The following offices report to this branch:

1100 Circle 75 Parkway, Ste. 620
**Atlanta, Georgia 30339**
404-956-1981
Fax 404-955-5699

Prudential Centre, Ste. 4360
800 Boylston St.
**Boston, Massachusetts 02199**
617-266-7172
Fax 617-266-0271

221 North LaSalle St., Ste. 2700
**Chicago, Illinois 60601**
312-782-8688
Fax 312-782-5381

14901 Quorum Dr., Ste. 485
**Dallas, Texas 75240**
214-386-8071
Fax 214-991-5159

700 S. Flower St., Ste. 1420
**Los Angeles, California 90017**
213-622-4302
Fax 213-623-4695

800 Third Ave., Ste. 2800
**New York, New York 10022**
212-308-1616
Fax 212-888-3186

EUROPE/MIDDLE EAST/SOUTH ASIA BRANCH MITT 17
Hearst Block, 5th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-9709
Fax 416-965-8852

In Europe, the Middle East and South Asia, this branch directs the development and implementation of international marketing and field services delivery programs which will, by

expanding **international** trade, support the growth of productive, stable employment in Ontario.

The Agent General, **Ontario House**, London, is responsible for representational and other activities in Britain and Ireland on behalf of all Ontario Government ministries. This office acts as a cultural representative; promotes Ontario tourism; provides the public, business groups and the media with information on Ontario; and develops agricultural opportunities in Europe.

The Agent General, Ontario House, Paris, is responsible for representational and other activities in France, Germany, Belgium/Luxembourg, the Netherlands, and Spain on behalf of all Ontario Government ministries. This office acts as a cultural representative; promotes Ontario tourism; provides the public, business groups and the media with information on Ontario; and develops agricultural opportunities.

The following offices report to this branch:

*Ontario House*
21 Knightsbridge
**London SW1X 7LY England**
011-44-71-245-1222
Fax 011-44-71-259-6661

*Delegation of Ontario Canada*
109 rue du Faubourg
Saint-Honore
**75008 Paris, France**
011-33-1-4-563-1634
Fax 011-33-1-4-225-3839

*Ontario House*
Bockenheimer Landstrasse 51/53
**D-6000 Frankfurt/Main**
**Federal Republic of Germany**
011-49-69-719199-0
Fax 011-49-69-719199-28

*Government of Ontario Canada*
Charlottenplatz 17
7000 Stuttgart 1
**Federal Republic of Germany**
011-49-711-226-1991
Fax 011-49-711-22-88-68

*Delagation of Ontario Canada*
Piazza della Repubblica #12, 2nd Flr.
**Milan, Italy**
011-39-2-659-2255
Fax 011-39-2-659-2317

*Ontario House*
17 Jor Bagh Lodi Rd.
**New Delhi 110, 003, India**
011-91-11-624-603
Fax 011-91-11-462-5333
Telex 081-3162927

ASIA/PACIFIC BRANCH MITT 18
Hearst Block, 3th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-5701

In Asia and the Pacific area, this branch directs the development and implementation of international marketing and field services delivery programs which will, by expanding **international** trade and attracting foreign investment, support the growth of productive, stable employment in Ontario.

The following offices report to this branch:

*Hong Kong*
Hutchison House
10 Harcourt Rd., Rm. 906-908
**Hong Kong**
011-852-8453388
Fax 011-852-8455166
Telex 802-61871

*Tokyo*
Ontario House
World Trade Centre Bldg., Ste. 1219
4-1 Hamamatsu-cho 2-chome
Minato-ku
**Tokyo 105, Japan**
011-81-3-436-4355
Fax 011-81-3-436-2735
Telex 72-27145

*Seoul*
Government of Ontario/Canada
The Embassy of Canada
Kolon Bldg., 10th Flr.
45 Mugyo-Dong, Jung-ku
C.P.O. Box 6299
**Seoul 100, Korea**
011-82-2-753-2605/8 or 011-82-2-753-7290/3
Fax 011-82-2-755-0686 or
011-82-2-753-2613
Telex K27425

*Singapore*
Office of the Agent of Ontario
541 Orchard Rd.
Liat Towers, Ste. 10-03
**0923 Singapore**
011-65-732-4567
Fax 011-65-737-1622
Telex 87-56941

DOMESTIC INDUSTRY SUPPORT BRANCH MITT 19
SUPPLIER DEVELOPMENT SECTION
Hearst Block, 7th Flr.
900 Bay Street
Queen's Park, Toronto M7A 2E1
416-965-9867

The Supplier Development Section takes the lead in initiatives to ensure that manufacturers optimize their supplier networks through local access, quality and cost effectiveness.

Private sector supplier development is supported through manufacturing opportunity shows, such as, Source Ontario, and several company-specific events in conjunction with industrial companies.

The section focuses on public sector market opportunities through a **publication** entitled "Ontario"s Public Sector Market' Directory. The **Industrial Development Review Program** (IDRP) and the proposed Strategic Procurement Program (SPP) provide a means by which major Ontario government procurement requirements can be linked to optimize industrial and technology development.

DOMESTIC INDUSTRY SUPPORT BRANCH — MITT 20
INDUSTRY DEVELOPMENT SECTION
Hearst Block, 7th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-1809

The Industry Development Section assists targeted industry sectors, including both **manufacturing** and service industries, to improve medium to long-term competitive position.

The Section works with **industry** associations and other sector organizations in the development of sector programs and activities. Types of assistance include: program development and planning assistance; program seed funding; program or event sponsorship/cosponsorship.

Attention is currently focused on the following target sectors: Aerospace and Defence, Automotive; Apparel/Textile/Footwear; Biotechnology; Consumer and Industrial Electronics; Construction; Design; Engineering; Environmental Goods and Services; Food Processing; Furniture; Health Care Goods and Services; Information Technologies (Hardware, Software and Services); Plastics/Chemicals/Materials; Telecommunications; Tool and Die.

DOMESTIC INDUSTRY SUPPORT BRANCH — MITT 21
INDUSTRY PROMOTION SECTION
Hearst Block, 7th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-9865

The Industry Promotion Section coordinates **information services** highlighting the capabilities of Ontario manufacturing and service industries. It provides this information to the Canadian business marketplace through **publications**, videos and trade shows and to other government offices focusing on Ontario's **international** market opportunities.

This office houses the "**Sourcing Centre**" which responds to over 5,000 requests annually from **manufacturers** seeking Ontario suppliers of goods and specialized consulting services (1-800-387-1436). It also publishes the "Market Place Bulletin" that informs Ontario's manufacturers about opportunities for market expansion, divestitures, joint ventures and licensing. This bulletin, issued eight times per year, reaches 11,000 manufacturers in Ontario.

## ASSISTANT DEPUTY MINISTER-NORTHERN ONTARIO

NORTHERN ONTARIO — MITT 22
500 Bay St., 2nd Flr.
Sault Ste. Marie P6A 1X4
705-945-8300

On a planned basis and in response to regional needs, this division supports the growth and competitiveness of the Northern Ontario private sector by: assisting the development of entrepreneurship and the growth of small **business**; encouraging industrial investment; and strengthening industry's international competitiveness thereby enhancing **employment** opportunities and increasing revenue in the province.

The following offices report to the Assistant Deputy Minister-Northern Ontario Division:

147 McIntyre St.
**North Bay P1B 2Y5**
705-472-9660
Fax 705-472-6505
To contact North Bay region
call 1-800-461-1687
(Northern Ontario Area)

500 Bay St., 2nd Flr.
**Sault Ste. Marie P6A 1X4**
705-945-8300
Fax 705-942-2823
To contact Sault Ste. Marie region call
1-800-461-2287
(Northern Ontario Area)

199 Larch St., 4th Flr.
**Sudbury P3E 5P9**
705-675-4330
Fax 705-674-5179
To contact Sudbury region call
1-800-461-1196
(Northern Ontario Area)

435 James St. S., 3rd Flr.
Box 5000
**Thunder Bay P7C 5G6**
807-475-4088
Fax 807-475-7892
To contact Thunder Bay region call
1-800-465-5060
(Northern Ontario Area)

273 Third Ave., Ste. 200
**Timmins P4N 1E2**
705-264-5393
Fax 705-264-5927
To contact Timmins region call
1-800-461-9848
(Northern Ontario Area)

## CORPORATE RESOURCES DIVISION

FINANCE AND ADMINISTRATION BRANCH MITT 23
Hearst Block, 9th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-4303

The branch provides administrative support for international offices, financial accounting and general administrative services to the Ministry.

The Financial Services Section (965-4303) provides the following financial management services: processing of suppliers invoices, transfer payments, revenues, employees' expenses and charges from other ministries; maintenance of the financial information system; production of Public Accounts reports; and liaison with the Provincial Auditor. The section is also responsible for financial analysis and reporting.

The International Offices Administration Section (963-0637) develops policies and procedures for foreign services employees. It also provides financial and administrative support services to the International Offices and foreign services employees.

The Administrative Services Section (965-4311) provides the following general administrative services: purchasing and supply management; acquisition and design of office accommodation; management of telephone services; assets management; duplicating, mail and courier services. The section liaises with the Ministry of Government Services to coordinate common services, including supervision of Ministry security.

HUMAN RESOURCES BRANCH MITT 24
Hearst Block, 9th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-4259

The branch is responsible for the establishment of Human Resources policies and procedures, classification and compensation levels for Ministry employees; staff recruitment; staff development; human resources planning; employee counselling; labour relations; and the maintenance of personnel, payroll and employee benefit records. Liaison is provided between the Ministry, the Human Resources Secretariat, and the Ontario Public Service Employees Union (OPSEU).

The branch is also responsible for the Ministry's **Employment Equity Program**. This program plans, develops and coordinates activities to increase equal opportunity for women, visible minorities, disabled persons, native peoples and francophones.

INFORMATION AND TECHNOLOGY SYSTEMS BRANCH MITT 25
Hearst Block, 3rd Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-1873

The branch supports and assists the Ministry and its Schedule 1 agencies staff by planning, implementing and maintaining cost-effective, high quality information and technology solutions that align with business strategies, priorities and objectives. It provides public access to Ministry information regarding **Freedom of Information**.

The Corporate Systems Section (965-1873) coordinates the development of the Ministry's information technology strategic plan; development and maintenance of corporate applications/databases and office automation tools; implementation of telecommunication facilities for local and wide area network; and provides information technology training.

The Information Centre (965-3365) provides Ministry staff with **library** services, including access to external databases, records and forms management services. The centre coordinates all requests for information submitted to the Ministry under the Freedom of Information and Protection of Privacy Act.

CORPORATE RESOURCES SECRETARIAT MITT 26
Hearst Block, 9th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-4011

The Management Planning, Budgeting and Analysis Section of the Corporate Resources Secretariat provides operational, program evaluation and budget planning services; monitors and reports on budget performance; and liaises with central agencies concerning the Ministry's estimates, in-year financial reporting and resources requests.

FRENCH LANGUAGE SERVICES MITT 27
Hearst Block, 8th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-963-3867
Fax 416-965-3256

The Office of the Coordinator of French Language Services formulates policy proposals and implementation plans to meet Ministry and agency obligations under the French Language Services Act. The office also advises the Minister and Deputy Minister on related issues; coordinates activities of Ministry offices in developing services in French; liaises with francophone associations and governments; and disseminates information about availability of Ministry services in French.

**ASSISTANT DEPUTY MINISTER-POLICY AND DEVELOPMENT**

POLICY AND DEVELOPMENT DIVISION MITT 28
Hearst Block, 8th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-963-1563

This division provides for the development of policies relating to the competitiveness and growth of the province's industry, foreign trade, and technological base.

TECHNOLOGY POLICY BRANCH MITT 29
Hearst Block, 6th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-963-1373

The branch's mandate is to develop, implement, monitor and evaluate science and technology policies and programs within the Ontario Government. Aims include improving the internal policy making process for science and technology issues and concerns; ensuring effective representation of Ontario's interests within intergovernmental forums; fostering greater synergy between the private, university and government sectors; and assisting the private sector in improving its competitiveness.

The Technology Policy Branch has two sections, Policy Development and Policy Coordination.

TRADE POLICY BRANCH MITT 30
Hearst Block, 6th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-2656

The branch works to strengthen Ontario's position in international trade by coordinating Ontario's participation in trade disputes, monitoring trade policy trends in other countries, and providing advice to other ministries on the trade implications of policy and program proposals. The branch has two sections: Trade Relations Policy and Market Development.

RESEARCH AND DATA ANALYSIS SERVICES BRANCH MITT 31
Hearst Block, 6th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-965-3570

The branch provides economic research and data analysis to support policy and program development and implementation. The branch also maintains the **Company Information System**, a computerized manufacturers' index of 12,000 Ontario companies. The system also provides computerized listings of various service sectors and research projects.

INDUSTRIAL AND SECTORAL POLICY BRANCH MITT 32
Hearst Block, 6th Flr.
900 Bay St.
Queen's Park, Toronto M7A 2E1
416-963-3326

The branch advises on policies and programs aimed at improving the growth and competitiveness of Ontario industries.

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Industry, Trade and Technology are listed below. Contact the communications branch for unlisted agencies.

ORTECH INTERNATIONAL MITT 33
2395 Speakman Dr.
Mississauga L5K 1B3
416-822-4111

ORTECH International is a comprehensive technology consulting and applied research and development enterprise serving commercial and government organizations. Through product and process development it helps businesses to innovate and to improve productivity, product quality and competitiveness.

All work at ORTECH is done on a fee-for-service basis. There is, however, no charge for initial meetings to establish the scope of work.

ORTECH is one of the very few broad-scale consulting and applied technologies organizations with the inherent flexibility to deliver a vast range of services in almost any combination required. Employed against the backdrop of a client's business imperatives, this unique feature permits the skills resident in different areas to be applied synergistically to client needs.

Areas of focus include: environmental **technology**, transportation systems and materials technologies. Service provided include **research** and development, consulting, problem solving, and testing and analysis.

With headquarters in Mississauga, the independent ORTECH also maintains operations in Sarnia, Ontario.

ONTARIO INTERNATIONAL CORPORATION MITT 34
56 Wellesley St. W., 7th Flr.
Queen's Park, Toronto M7A 2E4
416-965-3013

The Ontario International Corporation (**OIC**) assists in the marketing of Ontario professional services and capital goods to penetrate **export** markets and win contracts for specific projects. Major client groups include consulting engineers, projects planners and developers, contractors, architects, management and specialty consultants, and capital goods manufacturers. The agency also mobilizes public sector resources to support Ontario businesses in international projects where public sector involvement may make an important contribution to contract success.

The agency identifies **international** projects, gathers market information throughout the world, maintains contacts with foreign markets, financial and development institutions to identify and develop overseas project opportunities. Support programs and services to exporters include: the **International Projects Fund** which provides loans for project studies and proposals for qualifying projects, bringing buyers to Ontario for training; **business** development counselling to Ontario firms to develop international project opportunities; the **Consortia Assistance Program** which offsets the costs of developing promotional brochures and literature for export consortia..

THE DEVELOPMENT CORPORATIONS MITT 35
56 Wellesley St. W.
Toronto M7A 2E7
416-326-1070

The **Ontario Development Corporation (ODC), Eastern Ontario Development Corporation (EODC)**, and **Northern Ontario Development Corporation (NODC)** encourage and assist in the development and diversification of Ontario **industry** by providing: **financial assistance** through bank guarantees, term **loans** and incentive loans; sites, facilities and services in two industrial parks; and technical, **business** and financial information and advice. **Tourism** operations, secondary **manufacturing** industries and selected service industries may avail themselves of this service. Financial assistance is available for establishing new operations, expanding existing ones, purchasing fixed assets of Ontario-based foreign-owned companies, buying **pollution control** and **energy**-saving equipment, **export** financing, and initial production of new high technology products. Contact the corporations' head office or appropriate field office listed below, for further information.

**ONTARIO DEVELOPMENT CORPORATION**

Bank of Montreal Tower
1 James St. N., Ste. 200
**Hamilton L8R 2K3**
416-521-7785
Fax 416-521-7398
If long distance dial
1-800-263-9293

30 Duke St. W., Ste. 906
**Kitchener N2H 3W5**
519-744-1991
Fax 519-744-6204
If long distance dial
1-800-265-2428

195 Dufferin Ave., Ste. 607
**London N6A 1K7**
519-433-2871
Fax 519-433-6765
If long distance dial
1-800-265-4746

4 Robert Speck Parkway, Ste. 1140
**Mississauga L4Z 1S1**
416-279-9150
Fax 416-279-9160
If long distance ask Operator
for Zenith 42920

5 Fairview Mall Dr., Ste. 480
**Toronto M2J 2Z1**
416-491-7996
Fax 416-491-3650
If long distance ask Operator
for Zenith 42920

**EASTERN ONTARIO DEVELOPMENT CORPORATION**

1055 Princess St., Ste. 308
**Kingston K7L 5T3**
613-545-4445
Fax 613-545-4439
If long distance ask Operator
for Zenith 42920

Place de Ville, Tower B
112 Kent St., Ste 850
**Ottawa K1P 5P2**
613-566-3707
Fax 613-563-2859
If long distance ask Operator
for Zenith 42920

400 Pembroke St. E.
**Pembroke K8A 3K8**
613-735-2306
Fax 613-735-2873

139 George St. N.
**Peterborough K9J 3G6**
705-742-3490
Fax 705-742-3272
If long distance ask Operator
for Zenith 59130

**NORTHERN ONTARIO DEVELOPMENT CORPORATION**

229 Second St. S.
**Kenora P9N 1G1**
807-468-3758
Fax 807-468-8652

500 Bay St., 2nd Flr.
**Sault Ste. Marie P6A 1X4**
705-942-8300
Fax 705-942-2823
If long distance dial
1-800-461-2287

199 Larch St., 4th Flr.
**Sudbury P3E 5P9**
705-675-4333
Fax 705-674-5179
If long distance dial
1-800-461-1196

435 James St. S.
P. O. Box 5000
**Thunder Bay P7C 5G6**
807-475-5322
Fax 807-475-7892
If long distance dial
1-800-465-5060

273 Third Ave., Ste. 200
**Timmins P4N 1E2**
705-264-1323
Fax 705-264-5927
If long distance ask Operator
for Zenith 42920

INNOVATION ONTARIO CORPORATION MITT 36
56 Wellesley St. W., 7th Flr.
Queen's Park, Toronto M7A 2E7
416-963-5717

Innovation Ontario Corporation **(IOC)** assists the development of new technology-based **businesses** to a point where they can attract sufficient private sector investment to ensure growth and profitability.

The corporation offers shared risk and equity participation involving a direct purchase of either equity or convertible securities.

Innovation Ontario retains an on-going interest in the operations of the firms in which it holds a financial position.

Financial participation is only considered when a client provides a clear strategy for divestment. This facilitates the transition to private sector participation while at the same time protecting the integrity of public funds.

## ACTS

ACTS MITT 37

The Ministry of Industry, Trade and Technology is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Development Corporations Act, (1984)
IDEA Corporation Act, (1981)
Massey-Ferguson Limited Act, (1981)
Ministry of Industry and Trade Act (1982)
Ontario Regulation 241/84-Ontario International Corporation
Ontario Regulation 550/86-Innovation Ontario Corporation
Research Foundation Act, (1944)
Technology Centres Act, (1982)

# MINISTRY OF INTERGOVERNMENTAL AFFAIRS

**Mowat Block, Queen's Park**
**Toronto M7A 1C2**

The Ministry of Intergovernmental Affairs identifies and advances Ontario's interests and relations with the Government of Canada, the governments of other provinces and territories, and foreign governments and their representatives in Ontario. The Ministry advises the government on the conduct of Ontario's relations with other governments and on major intergovernmental issues; provides the government with a wide range of information on intergovernmental events and activities in and beyond Canada; offers a number of services to other ministries including assistance in the conduct of their relations with other governments; and is responsible for all major visits to the province by the heads of state and members of the Royal family of Canada.

## COMMUNICATIONS BRANCH — MIA 1

Mowat Block, 6th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1C2
416-965-4706
Fax 416-965-2096

The Communications Branch meets the communications and advertising needs of the Ministry, and provides media services on a government-wide basis for **special events**, such as the Swearing-in Ceremonies, visits by Heads of State and Royalty, and Canada Day (July 1st) celebrations.

The branch is involved in the writing, production, distribution and translation of news releases, speeches, publications and statements.

Through contacts with the federal government and Ontario ministries, the branch coordinates programs for foreign government officials visiting Ontario.

The branch also monitors events in other provinces, and ensures that Ontario's position on issues of mutual concern reaches governments in Canada and abroad.

## FINANCE AND ADMINISTRATION SERVICES BRANCH — MIA 2

Mowat Block, 6th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1C2
416-965-5514

The Finance and Administration Services Branch coordinates the planning and allocation of Ministry resources; prepares the Ministry's estimates; and monitors and reports expenditures, human resource policies, and information technology. The office is responsible for providing guidance on the impact and implementation of government-wide management policies and programs.

## OFFICE OF PROTOCOL — MIA 3

Mowat Block, 6th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1C2
416-965-1215

The Office of **Protocol** provides operational, management and advisory services in organizing visits of dignitaries, public events, government conferences and hospitality functions. The

office coordinates all **official visits** to Ontario; administers the Government **Hospitality Fund**; and maintains liaison with diplomatic and consular representatives in Ontario. The **Ontario Honours and Awards Secretariat** is part of this office. The Secretariat coordinates nominations for the Order of Ontario, the Ontario Medal for Good Citizenship, and the Police Bravery and Firefighters Bravery **Awards**.

OFFICE OF FEDERAL-PROVINCIAL RELATIONS MIA 4
Mowat Block, 5th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1C2
416-965-2927
Fax 416-324-3707

The Office of Federal-Provincial Relations provides advice to the government on broad corporate policy and procedures covering all aspects of Ontario's relations with the federal government and other provinces and territories. The office also offers advice on specific issues and activities with significant federal-provincial and interprovincial components. It coordinates Ontario's participation in major **federal-provincial** and **interprovincial** meetings and conferences such as **First Ministers' Conferences** and the annual Premiers' Conference; assists ministries in their interprovincial relations; and manages the Ontario-Quebec Commission for Cooperation (OQCC) and the Ministry's offices in Ottawa and Quebec City.

ONTARIO-QUEBEC COMMISSION FOR COOPERATION MIA 5
Mowat Block, 5th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1C2
416-965-2041

The Ontario-Quebec Commission for Cooperation (OQCC) promotes and initiates economic, **cultural** and **educational exchanges** between individuals, schools and organizations in Ontario and **Quebec** to foster understanding and cooperation between residents of the two provinces. The OQCC encourages Ontario and Quebec ministries responsible for such areas as education and cultural affairs to provide joint program funding and grants. It also coordinates exchanges between Ontario and Quebec civil servants to permit sharing of views and experiences on common problems of public administration.

OFFICE OF INTERNATIONAL RELATIONS MIA 6
Mowat Block, 5th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1C2
416-965-3356
Fax 416-324-4998

The Office of International Relations provides policy advice on the Government of Ontario's **international** activities, and the impact of foreign trends on provincial interests. The office identifies and advances Ontario's interests in the context of relations with **federal** departments responsible for international affairs, foreign countries and their diplomatic representatives in Ontario, and subnational foreign jurisdictions and international organizations. The office also manages Ontario's **International Disaster Relief Program** including the International Disaster Relief Fund, and provides overall direction to Ontario's twinning arrangement with the province of Jiangsu, China. The office has officers in the Ontario houses in Paris, Tokyo and Stuttgart.

## ACTS

ACTS MIA 7

The Ministry of Intergovernmental Affairs administers the Act listed below.

Ministry of Intergovernmental Affairs Act

# MINISTRY OF LABOUR

**400 University Ave.**
**Toronto M7A 1T7**

In 1882, the Ontario Government established the Bureau of Industry under the Department of Agriculture. In 1900, a Bureau of Labour came into being, and labour affairs were transferred from the Department of Agriculture to Public Works. The Bureau was replaced in 1916 by the Trades and Labour Branch, still under Public Works. In April 1919, Bill 169 brought all labour matters under the new Department of Labour. It was renamed the Ministry of Labour in 1970, when the Department of Labour Act was repealed and replaced by the Ministry of Labour Act.

The Ministry of Labour serves employees and employers by promoting sound industrial relations, safe and healthy working conditions and equality of treatment and opportunity in employment. Programs are concerned with the rights and responsibilities of the individual worker; management and labour; and health and safety in the work place. The Ministry is assisted by a range of specialized agencies, boards and commissions, including the Workers' Compensation Board, the Ontario Labour Relations Board, the Advisory Council on Occupational Health and Occupational Safety, the Workers' Compensation Appeals Tribunal, the Public Service Appeal Boards, the Industrial Disease Standards Panel, the Pay Equity Commission and the Health and Safety Agency.

## DEPUTY MINISTER'S OFFICE

PAY EQUITY COMMISSION LABOUR 1
150 Eglinton Ave. E., 5th Flr.
Toronto M4P 1E8
416-481-4464
Toll-free 1-800-387-8813/87
Fax 416-965-4316

Pay Equity Hearings Tribunal
150 Eglinton Ave. E., 5th Flr.
416-481-4276
Toll-free 1-800-668-3946
Fax 416-324-6741

The Pay Equity Commission has been established to assist all parties in achieving pay equity in the workplace. The commission comprises the Pay Equity Office, which has a mandate to provide information and public education; policy and research; complaint resolution; and the Pay Equity Hearings Tribunal. The Hearings Tribunal hears and determines all matters and disputes which arise under the Pay Equity Act. Hearings may be held at the request of an employer, union, an individual employee or if the matter is referred to the Tribunal by the Pay Equity Office.

Implementation of the **Pay Equity Act** is a self-managed process undertaken by employers and employees or bargaining agents, with minimal involvement, if any, from the commission.

LEGAL SERVICES BRANCH LABOUR 2
400 University Ave., 25th Flr.
Toronto M7A 1T7
416-326-7950
Fax 416-326-7985

The Legal Services Branch counsels the Ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. The branch also supplies general legal services to the Ministry, such as conducting litigation, settling claims, acting at court hearings, and providing the Ministry with opinions relating to the Occupational Health and Safety Act, the Employment Standards Act, and the Workers' Compensation Act, among others. The Legal Services Branch staff are employees of the Attorney General's Office.

COMMUNICATIONS BRANCH LABOUR 3
400 University Ave., 15th Flr.
Toronto M7A 1T7
416-965-9500

The Communications Branch informs the public, client groups and the media about the Ministry's activities, and provides communications support to the Minister, the Deputy Minister, senior managers and program area. Activities include communication, planning, media liaison, and production and distribution of information materials.

The branch also operates an **Information Centre** on the main floor of the Ministry's offices at 400 University Avenue, Toronto (965-9500) which provides general information and referrals for Ministry programs.

COORDINATOR OF FRENCH LANGUAGE SERVICES LABOUR 4
400 University Ave., 14th Flr.
Toronto M7A 1T7
416-326-7596

The French Language Services Coordinator implements, within this Ministry, the government's policy on providing French language services to the Franco-Ontarian public.

## LABOUR POLICY AND PROGRAMS

CENTRE FOR DISABILITY AND WORK LABOUR 5
400 University Ave., 10th Flr.
Toronto M7A 1T7
416-326-7810

The Centre provides **employment equity** consulting services to employers on initiatives to increase **employment** opportunities for workers with disabilities. Links are facilitated, at both a community and provincial level, between employers, trade unions, health and rehabilitation professionals, persons with disabilities, special interest groups, voluntary programs, social agencies, related government programs, educators, architects and insurers. The Centre operates an information resource centre (a list of resources is available upon request); engages in public education; advises persons with disabilities seeking employment or career advancement; and advises government on policy and **legislation** affecting the employment of **disabled people**. **Publications** include "Taking Aim: Job Search Strategies for People with Disabilities", "Profile: 34 people with disabilities talk about their careers" and "What It

Takes: Planning and Employment Equity Program for People with Disabilities". The first two are available in French and on audio cassette (in French and English).

EMPLOYMENT ADJUSTMENT BRANCH LABOUR 6
400 University Ave., 15th Flr.
Toronto M7A 1T7
416-965-0853
Fax 416-963-3286

This branch coordinates various ministries' programs to respond to particular plant closures by Ontario **industry**. The branch provides information and expertise to employers and employees and other interested parties regarding the requirements of the Employment Standards Act concerning the termination of **employment** in Ontario.

It provides an assistance program for employees who have been affected by large plant closures or layoffs. It also provides expertise on adjustment issues to governments, employers, unions, voluntary organizations, and professionals in the field who assist displaced workers.

The branch participates in the Program for Older Worker Adjustment (POWA), a joint federal/provincial program which provides financial assistance to older workers, age 55 to 64, who lose their jobs because of major permanent layoffs and have no chance of finding new employment.

The **TRANSITIONS** program assists workers over 45 years of age who are on notice of layoff or have been laid off within the last six months. Approved applicants are credited with $5,000 to use over a two year period for institutional or on the job training.

The Help Centres program provides up to $90,000 per year to assist independent, community-based organizations in the provision of employment and/or vocational counselling and training information services for adults 25 years of age and over.

In response to the government's commitment to fulfill the recommendations of the Black Report on illegal use of drugs in Ontario, the Ministry of Labour established an Advisory Committee on Employee Assistance Programs to consider how to increase the availability and effectiveness of Employee Assistance Programs in Ontario workplaces.

POLICY BRANCH LABOUR 7
400 University Ave., 15th Flr.
Toronto M7A 1T7
416-326-7625
Fax 416-326-7406

The Policy Branch provides the Minister and senior officials with information, analysis and advice to assist in the development, adoption and implementation of policies, programmes and legislation related to the workplace.

EMPLOYMENT STANDARDS BRANCH LABOUR 8
40 Dundas ST. W., 4th Flr.
Tower B
Toronto M5G 2C2
416-326-7160
Fax 416-326-7061

The branch is responsible for the administration and enforcement of the **Employment Standards Act, Industrial Standards Act, Employment Agencies Act**, and the Ontario Government Fair Wage Schedules.

The Employment Standards Act provides for minimum terms and conditions of **employment**, called employment standards. It sets out the maximum number of hours which can be worked in the day or week; creates a minimum **wage**; requires overtime **pay** of at least one and one-half times the employee's regular rate; and establishes paid public **holidays** and **vacations** with pay. The Act also requires equal pay for equal work; prohibits discrimination on the basis of sex, age or marital status in employer-provided benefit plans; institutes an entitlement to **pregnancy leave**; forbids lie detector testing; obligates an employer to provide notice of termination or pay in lieu thereof; in certain cases, imposes a separate liability for severance pay; and permits retail store workers to refuse Sunday work under particular circumstances. For information on employment standards, contact the offices listed below.

Under the Industrial Standards Act, employees and employers may jointly request a schedule of **working conditions** for their particular industry. The schedule must be prepared and accepted by both groups and approved by the Ministry, in order to become the standard for that industry or trade in a designated zone. Any properly defined industry may take advantage of the legislation.

The **Fair Wage Schedule** on government contracts ensures that employees working on government projects in the construction, building cleaning and security guard industries receive fair **labour** rates. Contractors are offered a measure of protection from unfair competition based on labour costs when bidding on government contracts. Such contracts contain wage and labour conditions which are applicable to the zone where the work is being carried out, and which must be adhered to by the contractor(s).

The Employment Agencies Act provides for the licencing and regulation of employment agencies in Ontario, with respect to dealings with **job** applicants who use their services to obtain employment. All agencies engaged in "permanent" placement must apply and qualify for a **licence** before undertaking any recruitment activity. For information on any of the above three programs, call 326-7009 or dial toll-free 1-800-387-2965.

Ontario Government Building
119 King St. W., 8th Flr.
**Hamilton L8N 3Z9**
416-521-7736
Fax 416-521-7264
If long distance dial
1-800-263-6906

808 Robertson St.
**Kenora P9N 1X9**
807-468-2712
Fax 705-673-2019 (Sudbury)
If long distance dial
1-800-465-1104

1055 Princess St., Ste. 105
**Kingston K7L 1H3**
613-545-4340
Fax 613-545-4312
If long distance dial
1-800-267-0915

824 King St. W.
**Kitchener N2G 1G1**
519-744-8101
Fax 519-576-0859
If long distance dial
1-800-265-2373
1-800-265-2468

205 Oxford St. E.
**London N6A 5G6**
519-439-3231
Fax 519-672-0268
If long distance dial
1-800-265-4707

2197 Riverside Dr., Ste. 301
**Ottawa K1H 7X3**
613-523-7530
Fax 613-731-4300
If long distance dial
1-800-267-1916

390 Bay St.
**Sault Ste. Marie P6A 1X2**
705-949-3331
Fax 705-949-9796
If long distance dial
1-800-461-7268

205 King St.
**St. Catharines L2R 3J5**
416-682-7261
Fax 416-685-1172
If long distance dial
1-800-263-7260

199 Larch St.
**Sudbury P3E 5P9**
705-675-4455
Fax 705-673-2019
If long distance dial
1-800-461-4000

435 James St. S.
**Thunder Bay P7E 6E3**
807-475-1691
Fax 807-475-7621
If long distance dial
1-800-465-5016

273 Third Ave., Ste. 400
**Timmins P4N 1E2**
705-267-6231
Fax 705-264-9196
If long distance dial
1-800-461-9847

40 Dundas St. W., 4th Flr.
Tower B,
**Toronto M5G 2C2**
416-326-7160
416-326-7210 (French)
Fax 416-326-7061
If long distance dial
1-800-387-2965
1-800-668-8515 (French)

500 Ouellette Ave.
**Windsor N9A 1B3**
519-256-8277
Fax 519-258-1321
If long distance dial
1-800-265-5140

OFFICE OF THE EMPLOYER ADVISER LABOUR 9
101 Bloor St. W., Ste. 501
Toronto M5S 1P7
416-965-8780
Toll-free 1-800-387-0774
Fax 416-963-2796

The Office of the Employer Adviser (**OEA**) provides advisory services to **employers** registered with the Ontario Workers' Compensation Board by responding to telephone inquiries, assisting in appeal initiation and representing clients at the **Workers' Compensation Board** and Workers' Compensation Appeals Tribunal. Through training and education programs and a regular publication series, the OEA enables employers to become more self-reliant in the management of WCB claims. In addition, the OEA advocates on policy matters within government on behalf of employers by communicating their concerns and recommendations to the proper administrative authorities.

The OEA ia a branch of the Ministry of Labour and a free service to employers. The OEA budget is fully charged back to the WCB.

The office delivers programs through five field offices, listed below.

25 Main St. W., Ste. 1600
**Hamilton L8P 1H1**
416-521-7850
Fax 416-521-7885
If long distance dial
1-800-263-8564

30 Duke St. W., Ste. 1005
**Kitchener N2H 3W5**
519-576-0050
Fax 519-576-4292
If long distance dial
1-800-265-8949

2197 Riverside Dr., 3rd Flr.
**Ottawa K1H 7X3**
613-738-2830
Fax 613-738-2832
If long distance dial
1-800-267-1916

128 Larch St., Ste. 500
**Sudbury P3E 5J8**
705-673-7214
Fax 705-673-5212
If long distance dial
1-800-461-4734

500 Ouellette Ave., Ste. 600
**Windsor N9A 1B3**
519-256-1894
Fax 519-256-9762
If long distance dial
1-800-265-0826

OFFICE OF THE WORKER ADVISER LABOUR 10
123 Edward St., 13th Flr.
Toronto M5G 1E2
416-965-8570

The Office of the Worker Adviser (**OWA**) assists and represents injured workers with WCB claims through all stages of the claims process, including appearances before the **Workers' Compensation Board** and Workers' Compensation Appeals Tribunal. A resource and **information service** focusing on Workers' Compensation issues is also available to the public.

Worker Adviser Service is provided outside Toronto through Regional Offices. To determine which Regional Office services a particular community, please contact the nearest office of the Ministry of Labour.

LABOUR MARKET RESEARCH GROUP LABOUR 11
500 University Ave., 6th Flr.
Toronto M5G 1V7
416-965-2820
Fax 416-971-6453

The Labour Market Research Group provides labour market research and labour market information services in support of the Ministry's policy development, program review and planning initiatives.

## FINANCE AND ADMINISTRATION DIVISION

### LIBRARY AND INFORMATION SERVICES — LABOUR 12

400 University Ave., 10th Flr.
Toronto M7A 1T7
416-326-7840
Fax 416-326-7844

The **library** collection consists of 70,000 books and reports; 1,200 journal titles; 500 Statistics Canada reports; and Canadian, American and International standards, annual reports and other serials related to the Ministry's areas of responsibility. These include labour relations, women's issues, pay equity, employment, working conditions, employment for the handicapped, occupational health and safety, construction, industrial and mining safety and radiation protection. The library also holds the decisions of the Ontario Labour Relations Board and the Employment Standards Branch, and a collection of judicial decisions under the Occupational Health and Safety Act. A large collection of Microforms, four in-house automated indexes, online access to twelve external computerized database systems, interlibrary loan, photocopying services, and two regularly published library bulletins on Labour Relations and Employment, and Occupational Health and Safety are available to library clients. Interlibrary loan provides borrowing services to non-Ministry clients. Online computer searches, including SDI searches and in-depth research, are conducted for Ministry of Labour clients only. The library operates the Ministry **reading room** which provides public access to Ministry publications, statutes and some manuals and internal procedures.

### FINANCIAL MANAGEMENT AND ANALYSIS BRANCH — LABOUR 13

400 University Ave., 2nd Flr.
Toronto M7A 1T7
416-326-7290
Fax 416-326-7274

The Financial Management and Analysis Branch provides Ministry programs with accounting services, such as financial reporting, accounts payable, payroll, revenue and accounts receivable; as well as, providing interpretation and advice on policies and procedures.

The branch offers the Ministry's executive and program managers financial planning and analysis services, including coordination of the annual resource allocation and estimates process, budget preparation and control, managing-by-results reporting, and implementation of government-wide financial management improvement initiatives. Liaison with other ministries and central government agencies is also provided by the branch.

### ADMINISTRATIVE OPERATIONS BRANCH — LABOUR 14

40 Dundas St. W., 4th Flr.
Toronto M5G 2C2
416-326-7079

The Administrative Operations Branch provides the Ministry with the following services: purchasing of goods and services, supply management, printing, duplicating, mail and transportation, fleet management, records management and assets management. The branch liaises with the Ministry of Government Services to coordinate such common services as telephones, acquisition and design of office accommodation, and purchasing of commonly used supplies.

INTERNAL AUDIT LABOUR 15
Atrium on Bay, Tower B
40 Dundas St. W., 4th Flr.
Toronto M5G 2C2
416-326-7051

Internal Audit is responsible for the Ministry's audit functions, which include the review and appraisal of management, financial and operational controls.

HUMAN RESOURCES BRANCH LABOUR 16
400 University Ave., 2nd Flr.
Toronto M7A 1T7
416-326-7200
Fax 416-326-7241

The Human Resources Branch works mainly in an advisory capacity with line managers whose prime task is personnel matters within their units. The branch is responsible for the establishment of Ministry personnel policies and procedures, employee classification and compensation levels, staff recruitment, human resource planning, succession planning, staff training, employee counselling, investigation of employee grievances, occupational health and safety and all matters affecting work conditions and performance. Maintaining the Ministry's personnel, payroll and employee benefit records, and serving as a liaison between the Ministry, Management Board and the Ontario Public Service Employees Union (OPSEU) are branch responsibilities.

The branch also administers the Public Service Act, the Crown Employees Collective Bargaining Act and the Collective Agreement, as they relate to Ministry employees.

The Ministry's summer **youth employment** programs, including **Students Training in Industrial Relations (STIR)** and Students in Personnel (SIP), are coordinated by the branch.

INFORMATION TECHNOLOGY AND SYSTEMS BRANCH LABOUR 17
400 University Ave., 3rd Flr.
Toronto M7A 1T7
416-326-7100
Fax 416-326-7138

The branch plans, develops and maintains an information technology environment which enables the Ministry to deliver its programs effectively and efficiently.

The branch mission is fulfilled through: participation and leadership in information technology strategy and policy formulation; planning services, information resource management, application development, technical and management support services; development and participation in benefits management program which ensures the projected benefits of information technology are effectively managed by the Ministry.

FREEDOM OF INFORMATION AND PRIVACY PROTECTION OFFICE LABOUR 18
400 University Ave., 7th Flr.
Toronto M7A 1T7
416-326-7786

The Freedom of Information and Privacy Protection Office has two main areas of responsibility. The first is coordination of responses by the Ministry to requests for information that are made under the **Freedom of Information** and Protection of Privacy Act. The second is

ensuring that the Ministry complies with the Act's restrictions on the collection, use and disclosure of personal information.

Guidance and information is provided to Ministry program areas and to the general public through the Freedom of Information Office. Directories of General Records and General Information Banks, general information on the Acts, and request forms are available to the public through the Ministry's **library** (400 University Ave., 10th Floor) and regional offices' **reading rooms**, listed below.

151 Ontario Ave.
**Elliott Lake P5A 2T2**

119 King St. W., 8th Flr.
**Hamilton L8N 3Z9**

808 Robertson St., 2nd Flr.
**Kenora P9N 1X9**

1055 Princess St., Ste. 105
**Kingston K7L 1H3**

824 King St. W., 4th Flr.
**Kitchener N2G 1G1**

205 Oxford St. E, 2nd Flr.
**London N6A 5G6**

2197 Riverside Dr., Ste. 301
**Ottawa K1H 7X3**

205 King St., 1st Flr.
**St. Catharines L2R 3J5**

390 Bay St., 3rd Flr.
**Sault Ste. Marie P6A 1X2**

199 Larch St., 6th Flr.
**Sudbury P3E 5P9**

435 James St. S., 3rd Flr.
**Thunder Bay P7E 6E3**

273 Third Ave., Ste. 204
**Timmins P4N 1E2**

500 Ouellette Ave., Ste. 305
**Windsor N9A 1B3**

## ASSISTANT DEPUTY MINISTER
## OCCUPATIONAL HEALTH AND SAFETY DIVISION

OCCUPATIONAL HEALTH AND SAFETY DIVISION LABOUR 19
400 University Ave.
Toronto M7A 1T7

The division's Program Analysis and Evaluation Section (326-7744) provides planning and analytical support, and coordinates financial and administrative submissions to the Management Board of Cabinet. The section also assembles and analyzes **statistical** and other data on workplace hazards, fatalities, critical injuries, and prosecutions under the Occupational Health and Safety Act.

The Information and Administrative Services Unit (326-7744) provides centralized services, including coordination of systems development, maintenance of line branch computer systems and files, desk top publishing and printing of documents. The unit is responsible for the distribution of the Act and Regulations, as well as other printed materials related to division programs.

The Advisory Service on Occupational Health and Safety (326-7794) establishes working relationships with other organizations involved in occupational health and safety training and education. This office provides student bursaries, and **grants** for occupational health and safety projects, applied **research** and manpower training and development. Administrative

and secretarial support is given to the Ministry of Labour's Awards Program; for information on the program, write to this section at the above address.

The Division Training Unit (326-7680) coordinates training of technical and professional staff; provides training in subjects common throughout the division; and produces training material and videotapes.

The Occupational Health and Safety Advisory Service (326-1365) assists parties with labour relations/health and safety problems through dispute resolution and preventive mediation programs. This office also provides a consulting service for the effective functioning of joint health and safety committees.

RESEARCH AND REGULATIONS BRANCH LABOUR 20
400 University Ave., 8th Flr.
Toronto M7A 1T7
416-326-7866
Fax 416-326-7889

The Research and Regulations Branch is responsible for conducting research on key issues and developing health and safety regulations.

The Health and Safety Regulations Unit (326-7930) coordinates the development of regulations for toxic substances, including designated substances regulations and to protect workers from safety hazards made under the Occupational Health and Safety Act.

The Health and Safety Studies Unit (326-7870) conducts occupational **health** and **safety research** studies, and provides consultation concerning the effects of occupational and environmental exposure to **chemical** or biological agents on human health.

The Compliance Reporting Unit (326-7864) evaluates the compliance records of companies applying for **financial aid** and **licences** to cut timber on provincial crown land.

CONSTRUCTION HEALTH AND SAFETY BRANCH LABOUR 21
400 University Ave., 8th Flr.
Toronto M7A 1T7
416-326-7770
1-800-268-8013

This branch is responsible for encouraging **construction** employers and employees across the province to prevent occupational injuries, accidents and fatalities, in order to reduce the economic and social losses resulting from occupational health and **safety** hazards.

The branch administers and enforces the provisions of the **Occupational Health and Safety Act**, R.S.O. 1980 c.321; the Regulations for Construction Projects; the Regulation Respecting Asbestos on Construction Projects and in Building and Repair Operations; the Regulation Respecting Diving Operations, O/REG. 634/86; and the Regulation for Window Cleaning 527/88. This Act encompasses regulations for the **health** and safety of **employees** and on-site **employers** in the construction industry, performing work on **buildings**, streets, sewers, watermains, underground, using compressed air, or involving diving operations. The branch periodically inspects construction sites, and investigates complaints, refusals to perform unsafe work, **accidents** and fatalities. Prosecution is usually recommended for contraventions of legislation that could result in critical or fatal injuries to a worker.

The professional engineering staff provide expertise to construction safety managers and officers within the branch, labour-management groups, manufacturers of equipment used in the construction industry, and professionals such as architects, engineers, and diving specialists.

The branch's program is delivered through the head office, located at the above address, and district offices, indicated below. The branch's Training Unit is located in Kitchener at the address shown below.

105 Main St. E., Ste. 807
**Hamilton L8N 1G6**
416-521-7746
If long distance dial
1-800-263-9296

1055 Princess St., Ste. 105
**Kingston K7L 1H3**
613-545-4340
If long distance dial
1-800-267-0915

824 King St. W., 4th Flr.
**Kitchener N2G 1G1**
519-744-8101
If long distance dial
1-800-265-2468/2469

*CHSB Training Unit*
195 King St. W., 3rd Flr.
**Kitchener N2G 1B1**
519-744-7221
If long distance dial
1-800-265-2498

1020 Hargrieve Rd.
**London N6E 1P7**
519-681-1784
If long distance dial
1-800-265-7685

2 Robert Speck Pkwy., 3rd Flr.
**Mississauga L4Z 1H8**
416-273-7800
If long distance dial
1-800-268-2966

Northgate Square
1500 Fisher St., 2nd Flr.
**North Bay P1B 2H3**
705-476-2711
If long distance dial
1-800-461-1654

Pebb Bldg., 3rd Flr
2197 Riverside Dr.
**Ottawa K1H 7X3**
613-523-7530
If long distance dial
1-800-267-1916

Parklane Plaza
815 High St., Unit 7
**Peterborough K9J 8J9**
705-876-1800
If long distance dial
1-800-461-1425

390 Bay St., 3rd Flr.
**Sault Ste. Marie P6A 1X2**
705-949-3331
If long distance dial
1-800-461-7268

2500 Lawrence Ave. E., 2nd Flr.
**Scarborough M1P 2R7**
416-750-3557
If long distance dial
1-800-268-6541

205 King St. W., 1st Flr.
**St. Catharines L2R 3J5**
416-682-7261
If long distance dial
1-800-263-7260

199 Larch St., 6th Flr.
**Sudbury P3E 5P9**
705-675-4455
If long distance dial
1-800-461-4000

435 James St. S., 3rd Flr.
Postal Station "F"
**Thunder Bay P7E 6E3**
807-475-1691
If long distance dial
1-800-465-5016/17

Timcor Bldg., Ste. 204
273 Third Ave.
**Timmins P4N 1E2**
705-267-6231
If long distance dial
1-800-461-9847

500 Ouellette Ave., Ste. 305
**Windsor N9A 1B3**
519-256-8277
If long distance dial
1-800-265-5140

400 University Ave., 8th Flr.
**Toronto M7A 1T7**
416-326-7770
If long distance dial
1-800-268-8013

INDUSTRIAL HEALTH AND SAFETY BRANCH LABOUR 22
400 University Ave., 9th Flr.
Toronto M7A 1T7
416-326-7900
Fax 416-326-7745

Established under the **Occupational Health and Safety Act**, the branch administers programs designed to reduce the incidence of illness and injury among workers in **industry** and institutions including hospitals and schools. (For the construction and mining industries, see the Construction Health and Safety Branch, and the Mining Health and Safety Branch.)

The branch encourages employers and employees to assume primary responsibility for occupational **health** and **safety** programs. Consultation and assistance are provided to recognize, evaluate and control potential problems, and establish ongoing safety programs and internal responsibility systems. Industrial Health and Safety Officers, operating out of 17 district offices throughout the province, periodically inspect industrial establishments and logging sites, and investigate refusals to work under unsafe conditions, **deaths** and serious **accidents**. Regional engineers in the district offices review plans for new **buildings** and alterations to existing ones in order to check for occupational health and safety hazards prior to construction. The head office is responsible for overall program implementation. Industrial Health and Safety Officers and Engineers operate out of the following district offices:

114 Worsley St., 5th Flr.
**Barrie L4M 1M1**
705-722-6642
Fax 705-726-3101
If long distance dial
1-800-461-4383

1055 Princess St.
**Kingston K7L 1H3**
613-545-4340
Fax 613-545-4312
If long distance dial
1-800-267-0915

Ontario Government Bldg.
119 King St. W., 8th Flr.
**Hamilton L8N 3Z9**
416-521-7736
Fax 416-521-7264
If long distance dial
1-800-263-6906

824 King St. W.
**Kitchener N2G 1G1**
519-744-8101
Fax 519-576-0859
If long distance
in area code 416 dial
1-800-265-2373
in area code 519 dial
1-800-265-2468/9

*Training Unit*
195 King St. W.
**Kitchener N2G 1B1**
519-744-5183
Fax 519-744-7928
If long distance dial
1-800-265-2141

205 Oxford St. E., 2nd Flr.
**London N6A 5G6**
519-439-3231
Fax 519-672-0268
If long distance dial
1-800-265-4707

2 Robert Speck Pkwy., 3rd Flr.
**Mississauga L4Z 1H8**
416-273-7800
Fax 416-279-4548
If long distance dial
1-800-268-2966/7

33 City Centre Dr., Ste. 121
**Mississauga L4Z 1H8**
416-273-7800 (Engineers)
Fax 416-896-1277
If long distance dial
1-800-268-2966/7

1500 Fisher St., 2nd Flr.
**North Bay P1B 2H3**
705-476-2711
Fax 705-476-8301
If long distance dial
1-800-461-1654

2197 Riverside Dr.
**Ottawa K1H 7X3**
613-523-7530
Fax 613-731-4300
If long distance dial
1-800-267-1916

Parklane Plaza
815 High St., Unit 7
**Peterborough K9J 8J9**
705-876-1800
Fax 705-742-8364
If long distance dial
1-800-461-1425

205 King St. W., 1st Flr.
**St. Catherines L2R 3J5**
416-682-7261
Fax 416-685-1172
If long distance dial
1-800-263-7260

700 Christina St. N.
**Sarnia N7V 3C2**
519-336-1200
Fax 519-336-8477
If long distance dial
1-800-265-1416

390 Bay St., 3rd Flr.
**Sault Ste. Marie P6A 1X2**
705-949-3331
Fax 705-949-9796
If long distance dial
1-800-461-7268

2500 Lawrence Ave. E., 2nd Flr.
**Scarborough M1P 2R7**
416-750-3557
Fax 416-751-4676
If long distance dial
1-800-268-6541

100 Ellesmere Rd., Ste. 211
**Scarborough M1H 3B7**
416-439-6032
Fax 416-439-6217

199 Larch St., 6th Flr.
**Sudbury P3E 5P9**
705-675-4455
Fax 705-673-2019
If long distance dial
1-800-461-4000

435 James St. S., 3rd Flr.
Postal Station "F"
**Thunder Bay P7E 6E3**
807-475-1691
Fax 807-475-7621
If long distance dial
1-800-465-5016/17

Timcor Bldg., Ste 204
273 Third Ave.
**Timmins P4N 1E2**
705-267-6231
Fax 705-264-9196
If long distance dial
1-800-461-9847

500 Ouellette Ave., Rm. 305
**Windsor N9A 1B3**
519-256-8277
Fax 519-258-1321
If long distance dial
1-800-265-5140

HEALTH & SAFETY SUPPORT SERVICES BRANCH LABOUR 23
400 University Ave., 7th Flr.
Toronto M7A 1T7
416-326-1400

The branch provides ministries, industries and workers with a consulting service in the recognition, evaluation and control of exposure to hazardous substances.

The **Occupational Health Medical Service** (326-1400) consists of medical consultants, nurse-consultants and the Chest Clinics. The **medical** consultants evaluate and advise on the health aspects of occupational health problems. The **nurse**-consultants audit medical surveillance programs of designated substances, and provide consultative assistance in the initiation, change or improvement of occupational health programs. The Chest Clinics provide chest X-rays and pulmonary function tests on workers exposed to designated substances, where a medical control program is required.

The Resource Service (326-1400) has a multidisciplinary team of occupational health professionals providing consultation and guidance to field personnel; toxicological assessment of chemicals; notifiability of new chemical and biological agents; statistical analyses of occupational health data; coordination of training programs; and direction of field research in occupational health.

The **Occupational Health Hygiene Service** (326-1400) provides hygiene and ergonomic consultation to the Occupational Health & Safety Division and **industry**. Staff visit plants and sites to identify and assess **health** hazards from exposure to chemical, physical and biological agents, and recommend control measures.

The **Occupational Health Laboratory Service** (235-5962) performs **chemical** analyses of biological specimens, **air** samples and industrial materials, and assesses the exposure of workers to hazardous substances.

The **Radiation Protection Service** (235-5922) conducts tests and provides advice to protect workers and the general public from the harmful effects of **radiation**. This office administers the **X-ray** Safety Regulation 632/86 under the Occupational Health and Safety Act. The Laboratory within the service analyzes the radioactivity of materials from mining operations, **nuclear** reactors and users of isotopes.

The branch administers programs from its head office, and regional offices, listed below.

119 King St. W., 8th Flr.
**Hamilton L8N 3Z9**
416-521-7736

205 Oxford St. E., 2nd Flr.
**London N6A 5G6**
519-439-3231

1055 Princess St., Ste. 301
**Kingston K7L 1H3**
613-545-4335

2 Robert Speck Pkwy., 3rd Flr.
**Mississauga L4Z 1H8**
416-273-7800

2197 Riverside Dr., Ste. 301
**Ottawa K1H 7X3**
613-738-2804

2500 Lawrence Ave. E.
**Scarborough M1P 2R7**
416-750-3557

199 Larch St., 6th Flr.
Ontario Provincial Bldg.
**Sudbury P3E 5P9**
705-675-4455

435 James St. S.
**Thunder Bay P7E 6E3**
807-475-1691

500 Ouellette Ave.
**Windsor N9A 1B3**
519-256-8278

HEALTH AND SAFETY SUPPORT SERVICES BRANCH — LABOUR 24
CHEST CLINIC
880 Bay St., 2nd Flr.
Toronto M7A 2C7
416-965-4075

The Chest Clinic deals with identification and prevention of respiratory **diseases** from occupational exposure to hazardous industrial dusts. Regular surveillance of workers is handled through four chest clinics throughout the province.

*Elliot Lake Chest Clinic*
50 Hillside Dr. N.
P. O. Box 68
**Elliot Lake P5A 1X4**
705-848-2239

*Sudbury Chest Clinic*
754 Falconbridge Rd.
**Sudbury P3A 4S4**
705-560-9984

*Timmins Chest Clinic*
54 Wilson Ave.
**Timmins P4N 2S6**
705-264-8571

*Toronto Chest Clinic*
880 Bay St., 2nd Flr.
**Toronto M7A 2C7**
416-965-4075

MINING HEALTH AND SAFETY BRANCH — LABOUR 25
The Claridge Centre
144 Pine St., 3rd Flr.
Sudbury P3C 1X3
705-675-4118
Toll-free 1-800-461-6325
Fax 705-675-4125

This branch administers the **Occupational Health and Safety Act** and **Regulations for Mines and Mining Plants**. Open **pits, quarries, metallurgical** operations, sand, clay, shale and gravel pits, aggregate plants, peat workings and diamond drilling operations are periodically inspected to control occupational **health** and **safety** hazards in the workplace. The branch also carries out **air** sample testing to ensure a safe working environment; investigates **deaths**, serious **accidents** and refusals to perform unsafe work; and consults with labour and management to increase their involvement in identifying and eliminating occupational health and safety hazards. Pre-development plans of new and changing operations are reviewed to check for occupational health and safety hazards before construction.

The Mining Health and Safety Branch delivers programs through seven field offices, listed below.

**FIELD OFFICES**

*Algo Centre*
151 Ontario Ave.
**Elliot Lake P5A 2T2**
705-848-2885
Fax 705-848-8055

1055 Princess St., Ste. 301
**Kingston K7L 1H3**
613-545-4335
Fax 613-545-4312

6 Tweedsmuir Ave., Ste. 303
**Kirkland Lake P2N 1H9**
705-567-5292
Fax 705-567-5737

1020 Hargrieve Rd.
**London N6E 1P6**
519-681-1784
Fax 519-681-2677
If long distance dial
1-800-265-7685

Provincial Bldg.
199 Larch St., 6th Flr.
**Sudbury P3E 5P9**
705-675-4464
Fax 705-673-2019
If long distance dial
1-800-461-4000

435 James St. S., Box 5000
**Thunder Bay P7C 5G6**
807-475-1675/6/7
Fax 807-475-0938
If long distance dial
1-800-465-6937

273 Third Ave., Ste. 204
**Timmins P4N 1E2**
705-267-6231
Fax 705-264-9196
If long distance dial
1-800-461-9847

The Mine Rescue Program trains specialists at each underground mine in **mine** rescue procedures, in the event of a mine fire or disaster. The Mine Rescue training officers maintain a number of stations (listed below), as well as non-staffed substations equipped with breathing apparatus, **fire** fighting equipment, and other emergency equipment and supplies to facilitate an immediate response to any mine emergency.

**MINE RESCUE STATIONS**

431 Dickenson Rd.
P. O. Box 368
**Balmertown P0V 1C0**
807-735-2331
Fax 705-735-2860

28 Victoria St.
**Delaware N0L 1E0**
519-652-9809
Fax 519-652-9824
If long distance dial
1-800-265-4707

50 Hillside Dr. N.
**Elliot Lake P5A 1X4**
705-848-3022
Fax 705-848-6226

107 Government Rd. W.
**Kirkland Lake P2N 2E8**
705-567-4606
Fax 705-567-3649

2 Partridge St.
P. O. Box 7
**Manitouwadge P0T 2C0**
807-826-4490
Fax 807-826-3016

P. O. Box 338
**Onaping P0M 2R0**
705-966-3844
Fax 705-966-2501

P. O. Box 1096
**Timmins P4N 7J3**
705-264-7511
Fax 705-264-5772

Notre Dame Square
764 Notre Dame Ave., Unit 3
**Sudbury P3A 2T3**
705-566-4344
Fax 705-675-4116

By statute, all wire ropes used in mine **hoisting** installations must be tested by the **Wire Rope Testing Laboratory** before use and at intervals during service. The Laboratory's address is listed below.

**WIRE ROPE LABORATORY**

*Wire Rope Testing Laboratory*
Whitney Block, Room B441, Basement
**Queen's Park, Toronto M7A 1W3**
416-965-1327

**INDUSTRIAL RELATIONS DIVISION**

OFFICE OF MEDIATION LABOUR 26
400 University Ave., 5th Flr.
Toronto M7A 1T7
416-326-7358
Fax 416-326-7367

The Office of Mediation's goals are to foster harmonious **labour relations** and to minimize disruption in the economy arising from **strikes** and **lockouts**. The office provides conciliation and mediation services in order to assist the parties in effecting collective agreements. Preventive mediation services are also undertaken during the term of agreement. Parties in a labour dispute must use the government's conciliation services before resorting to strikes or lockouts.

OFFICE OF ARBITRATION LABOUR 27
400 University Ave., 16th Flr.
Toronto M7A 1T7
416-326-1300
Fax 416-326-1329

The Office of Arbitration assists the Minister in carrying out statutory responsibilities for constituting boards of **arbitration** and appointing single arbitrators under the **Labour Relations Act** and the **Hospital Labour Disputes Arbitration Act**. The office is responsible for the receipt and processing of requests from **employers** and trade **unions** for the appointment of arbitrators and nominees to boards of arbitration. Activities include identifying individuals qualified to act under ministerial appointment; providing administrative services to arbitrators; monitoring the progress of arbitration proceedings; and cataloguing arbitration awards for public availability. In association with the Labour-Management Advisory Committee, which advises the Minister on matters pertaining to arbitration, the office maintains a roster of qualified arbitrators. The office also provides **labour** and management with dispute resolution assistance through **grievance** mediation officers.

The Office of Arbitration has responsibility for coordinating appeals under the **Employment Standards Act**.

OFFICE OF COLLECTIVE BARGAINING INFORMATION — LABOUR 28
400 University Ave., 11th Flr.
Toronto M7A 1T7
416-326-1220

The Office of Collective Bargaining Information provides research and analytical support to the government, labour and management. The office compiles and analyses labour relations information, and prepares regular reports on such matters as collective bargaining trends, wages and benefits. In addition, an extensive and up-to-date collective agreement library is maintained.

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Labour are listed below. Contact the Communications Branch for unlisted agencies.

ADVISORY COUNCIL ON OCCUPATIONAL HEALTH AND OCCUPATIONAL SAFETY — LABOUR 29
400 University Ave., 11th Flr.
Toronto M7A 1T7
416-326-1350

The Advisory Council, which has a membership representative of management, labour, technical or professional persons and the public, advises the Minister on occupational **health** and occupational **safety** matters. A report on the affairs of the Advisory Council is tabled annually in the legislature as a public document. For public inquiries on occupational health and safety, contact the branch involved or the Ministry's field offices under the Occupational Health and Safety Division.

ONTARIO LABOUR RELATIONS BOARD — LABOUR 30
400 University Ave., 4th Flr.
Toronto M7A 1V4
416-326-7500
Fax 416-326-7531

The Ontario Labour Relations Board is a neutral, quasi-judicial tribunal which administers the **Ontario Labour Relations Act**. The Act gives the Board power to deal with specific labour relations matters, including: **certification** of a trade **union**, termination of a trade union's bargaining rights, complaints of unfair **labour** practices, first contract arbitration, declarations of successorship of employers or trade unions, cease and desist orders and declarations of illegal strikes and lockouts, trusteeship of locals of trade unions, consent to prosecute, **arbitration** of grievances in the **construction** industry, and trade union jurisdictional disputes.

The Board also deals with declarations of illegal **strikes** and **lockouts**, cease and desist orders and consents to prosecute under the **School Boards and Teachers' Collective Negotiations Act**; **employee** complaints of being disciplined, penalized or coerced for acting in compliance with the **Occupational Health and Safety Act** and the **Environmental Protection Act**; and declarations of successorship under the **Successor Rights (Crown Transfers) Act**. Certain

provisions of the **Hospital Labour Disputes Arbitration Act** and the **Colleges Collective Bargaining Act** are administered by the Board.

For the general public, the Board **publishes** an Annual Report, a booklet entitled "Guide to the Labour Relations Act", a monthly report of decisions entitled "Ontario Labour Relations Board Reports", and three pamphlets: "Rights of Employees, Employers and Trade Unions", "Certification by the Ontario Labour Relations Board", and "Unfair Labour Practice Proceedings Before the Ontario Labour Relations Board". The Board's library is also open to the public (326-7469).

PUBLIC SERVICE APPEAL BOARDS LABOUR 31
180 Dundas St. W., Ste. 2100
Toronto M5G 1Z8
416-326-1388

The **Public Service Grievance Board** and **Public Service Classification Rating Committees** (326-1388) are tribunals which hear **appeals** about non-bargaining **Ontario Public Service employees**' grievances regarding discipline, dismissal, working conditions and job classification. The **Crown Employees Grievance Settlement Board** (326-1388) hears grievances arising in bargaining units represented by the **Ontario Public Service Employees Union** (OPSEU); **Ontario Liquor Boards Employees Union** (OLBEU); **Canadian Union of Public Employees** (CUPE 1750); **Workers' Compensation Board** (CUPE 767); **Ontario Housing Corporation** (Metropolitan Toronto), (CUPE 3096); Ontario Housing Corporation (Provincial Division); **Amalgamated Transit Union**, Local 1587 (ATU); and **GO Transit**. The Ontario Public Service **Labour Relations** Tribunal (326-1388) hears appeals regarding union representation, unfair labour practices, bad faith bargaining, union dues, inclusions and exclusions of employees in bargaining units, and administers the **Crown Employees Collective Bargaining Act**. Ad hoc arbitration boards hear and adjudicate disputes between employers and **unions**.

INDUSTRIAL DISEASE STANDARDS PANEL LABOUR 32
10 King St. E., 7th Flr.
Toronto M5C 1C3
416-965-5056
Fax 416-324-4536

The Industrial Disease Standards Panel is mandated to: investigate possible industrial disease in the province; make findings on probable connections between disease and the workplace; develop criteria and eligibility rules for evaluating compensation claims; report its findings to the Workers' Compensation Board.

WORKERS' COMPENSATION BOARD LABOUR 33
2 Bloor St. E.
Toronto M4W 3C3

The Workers' Compensation Board **(WCB)** administers the **Workers' Compensation Act** and provides the following to workers who sustain work-related **injuries** or suffer from industrial **diseases**: **compensation** payments or awards; survivor's benefits; **medical** rehabilitation services; and vocational rehabilitation services (functional capacities assessments, **vocational counselling** and **job** training). The board also funds nine **safety** associations and the Workers' Health and Safety Centre, which promote health and safety education for the prevention of occupational injuries and diseases.

The Chairman and Board of Directors report to the Lieutenant Governor in Council through the Minister of Labour, who answers for the Board in the Legislature. The Board maintains a

library of research and reference materials (927-4972), videotapes and publications (927-3500) at its head office in Toronto.

Objections to adverse decisions are reviewed within the operating area in which the decision was made. If the Decision Review Specialist in the operating area cannot grant the objection, a hearing may be requested from the Hearings Branch, Review Services. The Board may reconsider any Hearings Branch decision in cases where a hearing has been improperly conducted, an obvious error has occurred, or new evidence is introduced. Clients may appeal the Hearings Branch's decision to the independent Workers' Compensation Appeals Tribunal.

The Board is organized into seven divisions: Regional Client Services, Central Client Services, Finance and Administration, Professional Services, Strategic Policy and Analysis, Information Services, and Investments.

Regional Client Services consist of six regional offices. The Hamilton and Ottawa Regional Offices each have two Integrated Service Units (ISU's): Hamilton North and Hamilton South, and Ottawa East and Ottawa West. Regional Client Services also include a Central Ontario Construction ISU located in Toronto and five area offices.

Central Client Services consists of seven Integrated Service Units, two Complex Case Units (one for disease and one for injury), the Toronto Information Centre, the Kitchener Area Office, **Downsview Rehabilitation Centre**, and the Occupational Health and Safety Education Authority.

Finance and Administration comprises: Corporate Budget Analysis (927-6966), Accounting (927-3751), Treasury (927-3957), Pensions Administration (927-4321), Internal Audit (927-4804), Administrative Services (927-4493), Auxiliary Services (927-4661), and Records Management (927-2458).

Professional Services comprises: Human Resources and Development (927-3738), French Services (927-5023), Reinstatement (926-8494), Hearings (927-5096), Legal (927-4356/4443), Clinical and Rehabilitation Services (927-4371).

Strategic Policy and Analysis comprises: Strategic Policy (927-2457), Operational Policy (927-3424), Medical and Occupational Disease Policy (927-3415), Communications (927-3500), Research and Evaluation (927-3647), Planning and Analysis (927-4670), Corporate Database (927-3467), Actuarial Services (927-4097).

Information Services comprises: End User Computing (927-6869), Technology Services (927-5000), Applications-Benefit and Health Care (927-3447) and Applications-Revenue and Administration (927-4171).

Investments comprises: Real Estate (927-3517), Bonds and Money Market (927-3515), Equities (927-5161).

Programs are delivered through the offices listed below.

**REGIONAL OFFICES**

*Hamilton Regional Office*
120 King St. W.
**Hamilton L8P 4V2**
416-523-1800
If long distance dial
1-800-263-8488

*London Regional Office*
148 Fullarton St.
**London N6A 5P3**
519-663-2331
If long distance dial
1-800-265-4752

*Ottawa Regional Office*
360 Albert St., Ste. 200
**Ottawa K1R 7X7**
613-238-7851
If long distance dial
1-800-267-9601

*Sudbury Regional Office*
30 Cedar St.
**Sudbury P3E 1A4**
705-675-9301
If long distance dial
1-800-461-3350

*Thunder Bay Regional Office*
410 Memorial Ave.
P. O. Box 7000
**Thunder Bay P7C 5S2**
807-343-1710
If long distance dial
1-800-465-3934

*Windsor Regional Office*
235 Eugenie St. W.
**Windsor N8X 2X7**
519-966-0660
If long distance dial
1-800-265-7380

**AREA OFFICES**

*Kingston Area Office*
234 Concession St., Ste. 304
**Kingston K7K 6W6**
613-544-9682
If long distance dial
1-800-267-9461

*Kitchener/Waterloo Area Office*
151 Frederick St.
**Kitchener N2H 2M2**
519-576-4130
If long distance dial
1-800-265-2570

*North Bay Area Office*
128 McIntyre St. W.
**North Bay P1B 2Y6**
705-472-5200
If long distance dial
1-800-461-9521

*St. Catharines Area Office*
161 Carlton St., Ste. 201
**St. Catharines L2R 1R5**
416-687-8622
If long distance dial
1-800-263-2484

*Sault Ste. Marie Area Office*
369 Queen St. E., Ste. 101
**Sault Ste. Marie P6A 1Z4**
705-942-3002
If long distance dial
1-800-461-6005

*Timmins Area Office*
Hollinger Court
100 Waterloo Rd.
**Timmins P4N 4X5**
705-267-6427
If long distance dial
1-800-461-9856

**INTEGRATED SERVICE UNITS**

*Central Ontario East*
2 Bloor St. E., 11th Flr.
**Toronto M4W 3C3**
416-927-9227
If long distance dial
1-800-263-8877

*Toronto East*
2 Bloor St. E., 8th Flr.
**Toronto M4W 3C3**
416-927-8533
If long distance dial
1-800-387-0066

*Toronto North*
2 Bloor St. E., 10th Flr.
**Toronto M4W 3C3**
416-927-9270
If long distance dial
1-800-387-8607

*Construction*
2 Bloor St. E., 18th Flr.
**Toronto M4W 3C3**
416-927-9538
If long distance dial
1-800-387-0080

*Central Ontario West*
2 Bloor St. E., 12th Flr.
**Toronto M4W 3C3**
416-927-1840
If long distance dial
1-800-387-0025

*Toronto West*
2 Bloor St. E., 17th Flr.
**Toronto M4W 3C3**
416-927-1090
If long distance dial
1-800-387-0062

*Central Ontario South*
2 Bloor St. E., 6th Flr.
**Toronto M4W 3C3**
416-927-9537
If long distance dial
1-800-387-0068

*Toronto South*
2 Bloor St. E., 16th Flr.
**Toronto M4W 3C3**
416-927-9539
If long distance dial
1-800-387-0064

*General Enquiry*
2Bloor St. E., 8th Flr.
**Toronto M4W 3C3**
416-927-7222
If Long distance dial
1-800-387-0750

*Claims Information Centre*
1382 St. Clair Ave. W.
**Toronto M6E 1C6**
416-965-8864

WORKERS' COMPENSATION APPEALS TRIBUNAL LABOUR 34
505 University Ave., 7th Flr.
Toronto M5G 1X4
416-598-4638
Fax 416-965-5134

The Workers' Compensation Appeals Tribunal (WCAT) is the final level of **appeal** to which workers and employers may bring **Workers' Compensation Board** (WCB) matters regarding entitlement to benefits, health care and vocational rehabilitation. It also decides appeals from WCB decisions on assessments, penalties and transfers of costs, as well as, disputes over employer access to **workers'** files and workers' objections to undergoing medical examinations requested by employers. In addition, the tribunal decides if a person has the right to sue in court instead of making a **compensation** claim. WCAT is an independent tribunal, separate and apart from WCB.

## ACTS

ACTS LABOUR 35

The Ministry of Labour is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or information/communications branch.

Blind Workmen's Compensation Act
Crown Employees Collective Bargaining Act
Employment Agencies Act
Employment Standards Act
Government Contracts Hours and Wages Act
Hospital Labour Disputes Arbitration Act
Industrial Standards Act
Labour Relations Act

Ministry of Labour Act
Occupational Health and Safety Act
One Day's Rest in Seven Act
Pay Equity Act, 1987
Rights of Labour Act
Smoking in the Workplace Act, 1989
Toronto Transit Commission Labour Disputes Settlement Act, 1989
Workers' Compensation Act
Workmens' Compensation Insurance Act

# MINISTRY OF MUNICIPAL AFFAIRS

**777 Bay St., 17th Flr.**
**Toronto M5G 2E5**

The Ministry of Municipal Affairs is responsible for local government and community planning in Ontario. Through operational and technical assistance, the Ministry encourages renewal activity in municipalities, and sound planning at the community level. Appropriate legislative, institutional, organizational, financial and management policies for municipal governments are also determined by the Ministry.

## DEPUTY MINISTER'S OFFICE

ONTARIO MUNICIPAL AUDIT BUREAU — MUN AFF 1
5400 Yonge St., Ste. 200
Willowdale M2N 5R5
416-223-4222
Fax 416-233-4142

The Ontario Municipal Audit Bureau **audits provincial-municipal** transfer payment programs for the ministries of Agriculture and Food, Citizenship, Culture and Communications, Community and Social Services, Environment, Health, Housing, Municipal Affairs, Northern Development and Mines, Tourism and Recreation, Transportation, and Treasury and Economics.

The Bureau ensures that transfer payment recipients comply with relevant agreements and legislation, and works closely with the ministries and municipalities to promote accountability and sound financial management practices.

STRATEGIC PLANNING AND INTERGOVERNMENTAL RELATIONS BRANCH — MUN AFF 2
777 Bay St., 13th Flr.
Toronto M5G 2E5
416-585-6236

The branch supports the Ministry in the planning, management and coordination of its business. It supports the Ministry's strategic planning processes, coordinates the policy and legislative agenda, and develops consultation strategies for relationships with municipalities, municipal organizations, professional groups and other clients on critical municipal government issues.

CORPORATE RESOURCES MANAGEMENT — MUN AFF 3
777 Bay St., 10th Flr.
Toronto M5G 2E5
416-585-6670

Corporate Resources Management supports and advises the Ministries of Housing and Municipal Affairs in achieving program objectives. This office develops management policies and processes; sets administrative standards; delivers essential resources and support services; and provides ongoing advice on a range of management activities and issues.

HUMAN RESOURCES BRANCH MUN AFF 4
777 Bay St., 3rd Flr.
Toronto M5G 2E5
416-585-6003

The Human Resources Branch performs personnel functions for the Ministry of Housing and the Ministry of Municipal Affairs. Human Resources works mainly in an advisory capacity with line managers who have primary responsibility for personnel matters within their units. It is responsible for the formulation of Ministry personnel policies and procedures, human resource planning, staff development, establishment of appropriate classification and compensation levels for all Ministry employees, staff recruitment, employee counselling, investigation of employee grievances, and all matters affecting working conditions and performance.

The branch maintains the ministries personnel, payroll and employee benefit records. It also provides liaison between the ministries and the Civil Service Commission, Human Resources Secretariat, Management Board of Cabinet, and Ontario Public Service Employees Union (OPSEU).

The **Employment Equity Program** Office plans, develops and coordinates programs within the Ministry of Housing, the Ministry of Municipal Affairs, and their agencies to improve the employment status of women, visible minorities, disabled persons, Native peoples and francophones.

FINANCIAL SERVICES BRANCH MUN AFF 5
777 Bay St., 3rd Flr.
Toronto M5G 2E5
416-585-6577

The Financial Services Branch provides financial management and accounting services to all Ministry of Housing and Ministry of Municipal Affairs programs. These services include accounts payable, receipt of revenue, formulation of policies and procedures relating to financial control, and preparation of annual estimates and public accounts.

Financial liaison with the Provincial Auditor and the Ministry of Treasury and Economics is also provided by the branch.

FACILITIES AND SERVICES MUN AFF 6
777 Bay St., 3rd Flr.
Toronto M5G 2E5
416-585-7232

The branch supplies the Ministry of Housing, the Ministry of Municipal Affairs and their agencies with **administrative services**, including supply management, **records**, forms and manuals management, printing, duplicating, office accommodation, design and telephone services, mail services, as well as assets and fleet management. Liaison is provided with the Ministry of Government Services to coordinate common services.

The branch is also responsible for the **library** located at 777 Bay St., 2nd Floor. The library operates a **Freedom of Information reading room** which provides public access to the ministries' publications, statutes, and operational manuals listed in the Freedom of Information and Protection of Individual Privacy Directory of General Records.

OPERATIONS REVIEW AND AUDIT BRANCH MUN AFF 7
777 Bay St., 17th Flr.
Toronto M5G 2E5
416-585-6550

The Operations Review and Audit Branch is responsible for the internal audit function in the ministries of Housing and Municipal Affairs and their agencies. The branch performs financial, EDP and management audits to assess the adequacy of controls.

LEGAL SERVICES BRANCH MUN AFF 8
777 Bay St., 12th Flr.
Toronto M5G 2E5
416-585-6554
Fax 416-585-6186

The Legal Services Branch provides legal services for the Ministry of Municipal Affairs and associated offices and agencies of the Ministry. It offers counsel on legal matters and documentation, including statutes, regulations, and proposed legislation. The branch also performs legal functions relating to municipal and community planning legislation, and Ministry operations.

COMMUNICATIONS BRANCH MUN AFF 9
777 Bay St., 17th Flr.
Toronto M5G 2E5
416-585-7025
416-585-7041 Customer Assistance

This branch provides communication services and acts as a marketing consultant to both the Ministry of Municipal Affairs and the Ministry of Housing.

**MUNICIPAL POLICY DEVELOPMENT DIVISION**

MUNICIPAL PLANNING POLICY BRANCH MUN AFF 10
777 Bay St., 11th Flr.
Toronto M5G 2E5
416-585-6320

The branch coordinates development of provincial policy on land use planning, and develops policy and legislation for the improvement of the planning approvals process. Activities include: continuing review, evaluation and monitoring of the Planning Act and related legislation; preparation of government policy statements and related guidelines under the Planning Act; and development and coordination of Ministry policies concerning community planning.

PROVINCIAL PROGRAMS AND PLANNING BRANCH MUN AFF 11
777 Bay St., 11th Flr.
Toronto M5G 2E5
416-585-7201

The Provincial Programs and Planning Branch coordinates a strategy for the Ministry's involvement in provincial/regional settlement patterns and development issues. The branch also provides policy direction for existing provincial planning programs, including the Parkway Belt.

MUNICIPAL FINANCE BRANCH MUN AFF 12
777 Bay St., 13th Flr.
Toronto M5G 2E5
416-585-6300

The Municipal Finance Branch examines **municipal** finances to provide advice on alternative policies for maintaining the financial viability of municipalities in Ontario. Issues include: property taxation; intermunicipal cost-sharing; other local government revenue sources such as lot levies and provincial grants (including the unconditional grants program); municipal expenditures; capital financing and municipal infrastructure needs; pension issues and insurance matters.

MUNICIPAL GOVERNMENT STRUCTURE BRANCH MUN AFF 13
777 Bay St., 11th Flr.
Toronto M5G 2E5
416-585-7250

The Municipal Government Structure Branch develops policy options and analysis relating to the powers, authority, structure, organization and electoral arrangements of **municipalities**. The branch also advises the Minister and the Government of Ontario on provincial policies concerning these matters.

**MUNICIPAL OPERATIONS**

FIELD MANAGEMENT MUN AFF 14
777 Bay St., 14th Flr.
Toronto M5G 2E5
416-585-7251

The Field Management Branch, through its regional offices, supports local government by providing **municipalities** with services, programs and advice on municipal finance and administration, land-use planning, community improvement, boundary negotiation and other municipal structure issues. For further information, contact the regional offices listed below:

150 Main St.
**Cambridge N1R 6P9**
519-622-1500
If long distance dial
1-800-265-3574/5
Brant, Waterloo
Niagara, Hamilton-
Wentworth,
Oxford, Haldimand-
Norfolk

147 Wyndham St. N., 4th Flr.
**Guelph N1H 4E9**
519-836-2531
If long distance dial
1-800-265-7236
Bruce, Grey, Wellington

1055 Princess St.
**Kingston K7L 5T3**
613-545-4310
If long distance dial
1-800-267-9438
Frontenac, Lennox
& Addington, Hastings,
Prince Edward,
Peterborough,
Northumberland,
Leeds & Grenville

495 Richmond St., 7th Flr.
**London N6A 5A9**
519-673-1611
If long distance dial
1-800-265-1250/4736
Essex, Kent, Lambton, Elgin,
Middlesex, Huron, Perth

126 Lakeshore Dr.
**North Bay P1A 2A8**
705-476-4300
If long distance dial
1-800-461-9528
Parry Sound, Nipissing,
Timiskaming

15B Matchedash St. N.
**Orillia L3V 4T4**
705-325-6144
If long distance dial
1-800-461-0279
Simcoe, Haliburton,
Muskoka, Dufferin
Victoria

244 Rideau St., 3rd Flr.
**Ottawa K1N 5Y3**
613-239-1296
If long distance dial
1-800-267-0460
Renfrew, Lanark, Prescott &
Russell, Stormont, Dundas &
Glengarry,
Regional Municipality
of Ottawa-Carleton

850 Barrydowne Rd., 3rd Flr.
**Sudbury P3A 3T7**
705-560-0120
If long distance dial
1-800-461-1193
Cochrane, Algoma, Manitoulin,
Regional Municipality
of Sudbury,
District of Sudbury

435 James St. S., 1st Flr.
P. O. Box 5000
**Thunder Bay P7C 5G6**
807-475-1621/1651
If long distance dial
1-800-465-5061/5027
Thunder Bay, Kenora,
Rainy River

47 Sheppard Ave. E., Ste. 207
**Willowdale M2N 2Z8**
416-250-1251
If long distance dial
1-800-668-0230
Metro Toronto, Durham,
York, Peel, Halton

MUNICIPAL BOUNDARIES BRANCH MUN AFF 15
777 Bay St., 11th Flr.
Toronto M5G 2E5
416-585-7276
Fax 416-585-7284

The branch assists **municipalities** in resolving municipal boundary and boundary-related disputes within the provisions of the **Municipal Boundary Negotiations Act**; assessing northern municipalities' applications to annex unorganized territory under the **Municipal Act**; conducting local government studies and strengthening county government programs.

PROGRAM SERVICES BRANCH MUN AFF 16
777 Bay St., 13th Flr.
Toronto M5G 2E5
416-585-6244

The Program Services Branch provides support to the field staff and the rest of the Ministry. This branch is responsible for the development and coordination of all **educational** programs for council members and **municipal** administrators; the preparation of guidelines on changes to municipal financial, administrative, and planning legislation; and the provision of cartographic and design services.

COMMUNITY DEVELOPMENT BRANCH MUN AFF 17
777 Bay St., 13th Flr.
Toronto M5G 2E5
416-585-6013

This branch is responsible for defining the Ministry's interest and role in community development as a basis for future Ministry program development and evaluation of existing programs and initiatives.

The branch is also responsible for managing the community development programs of **PRIDE** (Program for Renewal, Improvement, Development and Economic Revitalization), **Community Planning Grants**, **Community Planning Advisory Grants** and **Business Improvement Area** programs.

PLANS ADMINISTRATION BRANCHES MUN AFF 18
777 Bay St., 14th Flr.
Toronto M5G 2E5
416-585-6014

The two Plans Administration Branches (Central and Southwest, and North and East) review and approve documents submitted under the **Planning Act**. These documents include **official plans**, official plan amendments, **subdivision** and **condominium** plans, **land severance** applications and **road** adjustment by-laws (except where the Minister has assigned or delegated approval power). The branches also prepare and administer the Minister's **zoning** orders; approve part-lot control by-laws, and **title** validations **deeming by-laws**; comment on municipal zoning by-laws; and monitor the Minister's authority delegated to **municipalities** and planning boards in unorganized territories.

## CORPORATE MANAGEMENT SERVICES DIVISION

CORPORATE MANAGEMENT SERVICES DIVISION MUN AFF 19
777 Bay St., 17th Flr.
Toronto M5G 2E5
416-585-6262

The Corporate Management Services Division provides specific support services to the Ministry. These services include: implementing the French Language Services Act and the Freedom of Information and Protection of Privacy Act, managing the Ministry's information and technology resources, administering the municipal transfer payment programs, and overseeing the Ministry's resource allocation and control processes.

FRENCH LANGUAGE SERVICES BRANCH MUN AFF 20
777 Bay St., 17th Flr.
Toronto M5G 2E5
416-585-4032

Within the Ministry, the Director of Language Services arranges implementation of government policy on providing **French language services** to the Franco-Ontarian public. The branch also liaises with Ontario's municipalities for the municipal services in French programs. Assistance is provided to municipalities planning to offer French language services designated under the French Language Services Act, 1986.

INFORMATION MANAGEMENT BRANCH MUN AFF 21
777 Bay St., 11th Flr.
Toronto M5G 2E5
416-585-7595
Fax 416-585-7242

The Information Management Branch is responsible for managing information and technology strategies within the Ministry.

Activities include long-range planning to assist Ministry staff in acquiring information technology tools; training and support in the use of these tools; and development of applications ensuring maximum benefit from the use of information technology.

The branch also maintains a large database of **information** about Ontario **municipalities**, which is made available to other ministries, municipalities and individuals.

SUBSIDIES BRANCH MUN AFF 22
777 Bay St., 12th Flr.
Toronto M5G 2E5
416-585-6012

The Subsidies Branch administers payments for all Ministry of Municipal Affairs programs under which **grants** or loans are made to **municipalities**, planning boards, or individuals. It also makes payments of property **tax** rebates to private **land** owners on behalf of the Ministry of Natural Resources for its **Ontario Managed Forest and Conservation Land Tax Rebate programs**.

Municipalities receive grants under the **Unconditional Grants Program**; grants in lieu of taxes on provincially owned and occupied properties; and community planning grants for developing new official plans or zoning by-laws. Grants are also available to encourage improvements in communities through the Program for Renewal, Improvement, Development and Economic Revitalization (**PRIDE**); to assist in establishing employment equity programs and to subsidize the salary of an employment equity coordinator; to hire **students** and provide them with training and development under the **Education and Training Program**; to provide municipal services in French; and to administer planning activities in planning areas within unorganized territory in Northern Ontario.

The branch administers the **Ontario Unconditional Grants Act** and the **Municipal Tax Assistance Act**. It also maintains a large database of information about Ontario municipalities, which is made available to other ministries, municipalities and individuals.

RESOURCE PLANNING SECTION MUN AFF 23
777 Bay St., 17th Flr.
Toronto M5G 2E5
416-585-7558

The Resource Planning Section is responsible for the financial management planning process, resource allocation, results management, annual estimates submissions and the multi-year expenditure planning forecasts. The section also oversees the implementation of the **Freedom of Information** and Protection of Privacy Act.

## ACTS

ACTS MUN AFF 24

The Ministry of Municipal Affairs is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Barrie-Innisfil Annexation Act, 1981
Barrie-Vespra Annexation Act, 1984
Brantford-Brant Annexation Act, 1980
City of Cornwall Annexation Act, 1974
City of Gloucester Act, 1980
City of Hamilton Act, 1975
City of Hazeldean-March Act, 1978
City of Nepean Act, 1978
City of Ottawa Road Closing & Conveyance Validation Act, 1981
City of Port Colborne Act, 1974
City of Sudbury Hydro-Electric Service Act, 1980
City of Thorold Act, 1975
City of Thunder Bay Act, 1968-69
(formerly City of Lakehead Act, 1968-69, c.45)
City of Timmins-Porcupine Act, 1972
County of Haliburton Act, 1982
County of Oxford Act
Development Charges Act, 1989
District Municipality of Muskoka Act
District of Parry Sound Local Government Act, 1979
Geographic Township of Hansen Act, 1986
International Bridges Municipal Payments Act, 1981
Line Fences Act
Local Improvement Act
Ministry of Municipal Affairs and Housing Act, 1981
Moosonee Development Area Board Act
Municipal Act
Municipal Affairs Act
Municipal Arbitrations Act
Municipal Boundary Negotiations Act, 1981
Municipal Conflict of Interest Act, 1983
Municipal Corporations Quieting Orders Act
Municipal Elderly Residents' Assistance Act
Municipal Elections Act
Municipal Extra-Territorial Tax Act, 1988
Municipal Franchises Act
Municipal Interest and Discount Rates Act, 1982
Municipal Payments in Lieu of Taxes Statute Law Amendment Act, 1984
Municipal Private Acts Repeal Act, 1983
Municipal and School Tax Credit Assistance Act
(repealed except subsection 2(3)(4)(5) and (6)
Municipal Subsidies Adjustment Repeal Act, 1976
Municipal Tax Assistance Act

Ontario Municipal Employees Retirement System Act
Ontario Planning and Development Act
Ontario Unconditional Grants Act
Ottawa-Carleton Amalgamations and Elections Act, 1973
Parkway Belt Planning and Development Act
Planning Act, 1983
Planning Statute Law Amendment Act, 1983
Police Village of St. George Act, 1980
Public Parks Act
Public Utilities Act
Public Utilities Corporations Act
Regional Municipality of Durham Act
Regional Municipality of Haldimand-Norfolk Act
Regional Municipality of Halton Act
Regional Municipality of Hamilton-Wentworth Act
Regional Municipality of Niagara Act
Regional Municipality of Ottawa-Carleton Act
Regional Municipality of Ottawa-Carleton Land Acquisition Act, 1980
Regional Municipality of Peel Act
Regional Municipality of Sudbury Act
Regional Municipality of Waterloo Act
Regional Municipality of York Act
Road Access Act
Shoreline Property Assistance Act
Snow Roads and Fences Act
Statute Labour Act
Tax Sales Confirmation Act, 1974
Territorial Division Act
Tom Longboat Act, 1980
Toronto District Heating Corporation Act, 1980
Toronto Islands Act, 1980
Town of Wasaga Beach Act, 1973
Township of North Plantagenet Act, 1976
Wharfs and Harbours Act

# MINISTER RESPONSIBLE FOR NATIVE AFFAIRS

MINISTER RESPONSIBLE FOR NATIVE AFFAIRS NAT AFF 1
720 Bay St., 11th Flr.
Toronto M5G 2K1
416-326-4000

Order-in-Council 1803/85 designates the Attorney General of Ontario as the Minister Responsible for Native Affairs. Responsibilities include: developing corporate Native Affairs policy; co-ordinating special projects across ministries; negotiating corporate Native issues, such as **aboriginal** constitutional matters and self-government agreements; **researching** and negotiating Native land claims; and monitoring development and delivery of line Ministry programs affecting **Native people**.

By Cabinet directive, the Minister is designated as the Chairman of the **Cabinet Committee on Native Affairs (CCNA)**. This committee serves as a forum for the review of Native Affairs issues and initiatives having government-wide implications. It comprises of the following Ministers: Attorney General and Minister Responsible for Native Affairs; Solicitor General; Citizenship; Community and Social Services; Correctional Services; Education; Environment; Natural Resources; Northern Development; Skills Development; and Tourism and Recreation.

The **Native Affairs Secretariat** (326-4740) supports the Attorney General in the capacity of Minister Responsible for Native Affairs, Chairman of the Cabinet Committee on Native Affairs, and member of the Cabinet Committee on Northern Development. The Directorate acts as an advocate for the resolution of Native Affairs issues within the government, negotiates the aboriginal **land** claims and manages the Province's involvement in aboriginal self-government negotiations. The Directorate is composed of five units.

The Office of the Executive Director determines the strategic policy and operational direction, provides communications and legal services and liaises with the Minister, Cabinet Office and Human Resources Secretariat.

The Justice and Social Policy Unit develops corporate aboriginal policy and issues affecting the government and interministerial coordination in the justice and social fields; monitors and promotes the utilization of the Province's 1985 Corporate Native Affairs and 1989 Aboriginal Self-Government Policies by ministries; assists ministries engaged in justice or social negotiation with aboriginal organizations. The unit is also responsible for corporate planning and administrative services.

The Economic and Environmental Policy Unit develops policy and coordinates interministerial involvement in aboriginal economic and environmental issues. It monitors and promotes the utilization by ministries of the Province's 1985 Corporate Native Affairs and 1989 Aboriginal Self-Government Policies, and assists in environmental or resource negotiations with aboriginal organizations.

The Community Negotiations Unit conducts negotiations of self-government and land claim settlement agreements with aboriginal communities. It advises ministries on issues in aboriginal communities and conducts research on land claims.

The Federal-Provincial Relations Unit provides liaison and coordinates federal-provincial agreements with the Government of Canada, other provincial governments, Indian Commission of Ontario, provincial and national aboriginal associations. The unit leads negotiations on aboriginal constitutional matters and develops policy and strategy on federal-provincial matters.

# MINISTRY OF NATURAL RESOURCES

**Whitney Block**
**99 Wellesley St. W.**
**Queen's Park, Toronto M7A 1W3**

The Ministry of Natural Resources originated in 1972 with the amalgamation of the former Departments of Lands and Forests, and Mines and Northern Affairs. In 1985, certain of the mining-related responsibilities were transferred back to the reconstituted Ministry of Northern Development and Mines.

The goals of the Ministry of Natural Resources are three-fold: resource development, resource conservation and the protection of public safety and resources from natural hazards. The Ministry's programs are concerned with the wise management of Ontario's physical and natural resources for economic and social benefit. This includes Crown lands, waters, forests, parks, fish, wildlife, fuel and industrial minerals.

## DEPUTY MINISTER'S OFFICE

CORPORATE POLICY AND PLANNING SECRETARIAT — MNR 1
Whitney Block, Rm. 6440
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-8422

The Secretariat provides support to the Deputy Minister's office and the Ministry's executive management team through development and coordination of policy, maintenance of the policy system, the strategic planning process, preparation of priority guidelines, assessment of policy proposals from within and outside the Ministry, and liaison with Cabinet Office, Cabinet Committees and other ministries. Leadership for land use and integrated resource management planning is provided by the development and maintenance of guidelines and processes, and the coordination of **land use planning** at the provincial level. The Secretariat also has corporate responsibility for developing policies and procedures for its participation in **municipality** planning, under the Planning Act and for meeting requirements under the Environmental Assessment Act.

## ADMINISTRATION DIVISION

COMMUNICATIONS SERVICES BRANCH — MNR 2
Whitney Block, Rm. 5340
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-2756 General Inquiries
416-963-1325 A.V. Film Library

The Communications Services Branch establishes policy, and provides advice, communication methods, opportunities, and support in French and English to Ministry offices. The branch informs the public, interest groups and the media about the Ministry activities, answers public inquiries, produces and distributes **publications**, news releases, displays, audio-visual materials, and conducts workshops for teachers.

COMMUNICATIONS SERVICES BRANCH MNR 3
PUBLIC INFORMATION CENTRE
Whitney Block, Rm. 1640
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-2000 General Inquiry
416-324-4841 French Inquiry
416-965-1123 Aerial Photographs
416-965-7883 Fisheries Information
416-965-3474 Fishing Licences
416-965-9751 Forestry/Land/Waters/Information
416-965-6511 Map Information
416-965-1348 Mineral Information
416-965-3081 Provincial Parks Information
416-965-4251 Wildlife Information
Fax 416-324-7332

The Public Information Centre is a "one stop" inquiry centre for both the public and the government. Information and publications are provided on Ontario's **fish, wildlife, forestry, mineral** resources, **lands** and **waters**, and provincial **parks**. The centre sells **hunting** and **fishing licences**, topographical Ontario Basic **Mapping**, aerial photos and Forest Resources Inventory maps. **Travel** counselling is also provided to the public on Provincial Parks, hunting, fishing and outdoor **recreation** opportunities.

LEGAL SERVICES BRANCH MNR 4
Whitney Block, Rm. 6420
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-2748
Fax 416-324-4616

The Legal Services Branch counsels the Ministry on legal matters, including the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. General legal services such as preparing litigation, settling claims, acting at court hearings, etc. are also supplied to the Ministry. The Legal Services Branch is responsible to the Attorney General's Office.

MANAGEMENT PLANNING AND ANALYSIS MNR 5
Whitney Block, Rm. 6312
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-4143

Management Planning and Analysis initiates studies of the Ministry's management processes; recommends changes to management organization systems, procedures and practices; and coordinates the implementation of projects to enhance organizational and management effectiveness.

HUMAN RESOURCES BRANCH MNR 6
Whitney Block, Rm. 4520
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-2707

The Human Resources Branch works mainly in an advisory capacity with line managers who have primary responsibility for personnel matters within their units. It establishes Ministry personnel policies, procedures and appropriate classification and compensation levels for employees. The branch is also responsible for staff recruitment, safety programs, Workers' Compensation, human resource planning, training and development, employee counselling, investigation of employee grievances and conflict of interest cases, employment equity and all matters affecting working conditions and performance.

The Ministry's personnel and employee benefit records are maintained by the branch. It coordinates the Ministry's **youth employment** program, which involves the hiring of qualified 17 year-old persons as **junior rangers** (965-1258). The branch also serves as a liaison between the Ministry and the Human Resources Secretariat, Management Board of Cabinet and the Ontario Public Service Employees Union (OPSEU). For personnel records call 965-7240; for seasonal employment inquiries call 965-2707. There are personnel officers in each of the Ministry's eight regional offices, listed under the Field Organization entries.

ADMINISTRATIVE MANAGEMENT BRANCH MNR 7
Whitney Block, Rm. 5528
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-2711

The Administrative Management Branch provides guidance and analytical/support services for a wide range of administrative matters to assist Ministry managers in achieving program objectives. The branch is responsible for corporate leadership and training in the areas of supply management (purchasing, contracting, warehousing, moveable assets and fleet/insurance), facilities and accommodation, and records and forms management. In addition to Ministry-wide corporate services (e.g. central supply warehouse, forms design, mail system), the branch provides specialized support services for all Ministry main office programs. Such services include purchasing, a copy centre, records and information management and assets management. The branch also liaises with central agencies regarding administrative matters, and works cooperatively with other ministries in coordinating common services, such as telecommunications, the acquisition and design of facilities, and the purchase of automobiles and frequently needed supplies.

**FINANCE AND ADMINISTRATION GROUP**

FINANCIAL RESOURCES BRANCH MNR 8
Whitney Block, Rm. 4303
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-2761

The Financial Resources Branch is responsible for general accounting functions, including payroll and accountable advance services, accounts payable, accounts receivable and financial liaison with the Provincial Auditor and other government ministries and agencies. Branch activities include appropriations and expenditure control, development of accounting and costing systems, financial and cost analyses, and pre-audit controls and procedures. The

branch examines non-tax revenue rates and budget allocations control; coordinates program planning and yearly reviews; prepares reports for submission to Management Board; organizes and participates in program evaluations; assists with economic analysis of Ministry programs; and coordinates management information development and updates. The branch also prepares claims under federal-provincial agreements; controls collateral securities; and collects records and reports on revenue from **timber** operations, sales and leases of **Crown land, mining, aggregate, pits and quarries,** and provincial **parks** operations, **fish** and **wildlife licences** and sundry other cash receipts.

The branch is responsible for the provision of financial management training and development for staff, and administration of the Ontario Renewable Resources Research Grants Program. Financial advisory services are provided to the Ministry's client groups. For fish and wildlife (**hunting**) licence sales, see this Ministry's Public Information Centre or contact the Regional and District Offices listed under the Field Organization entries.

INTERNAL AUDIT SERVICES BRANCH MNR 9
Whitney Block, Rm. 4633
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-4087

This branch is responsible for the Ministry's internal audit functions, which include the review and appraisal of financial and management control systems.

SYSTEMS SERVICES BRANCH MNR 10
Whitney Block, Rm. 6540
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-5671

The Systems Services Branch coordinates the planning, development, maintenance and operation of Ministry computer information systems. It ensures effective delivery of information services to users; develops strategy, policies and procedures for systems-related issues; and provides computer and data entry services. The branch manages a major processing facility and the Ministry communications network.

**FOREST RESOURCES GROUP**

FOREST RESOURCES GROUP MNR 11
258 Queen St. E.
P. O. Box 1000
Sault Ste. Marie P6A 5N5
705-945-9315
416-965-2785 (Toronto)

Forest Resources Group develops policy and provides leadership in the management of public and private forest resources across Ontario.

FOREST MANAGEMENT BRANCH MNR 12
258 Queen St. E.
P. O. Box 1000
Sault Ste. Marie P6A 5N5
705-945-6612

The Forest Management Branch develops policy, sets field program targets, audits field performance and develops standards for **forest** practice in Ontario. The branch also develops **silvicultural** guidelines; conducts development projects; coordinates the **tree** improvement and **seed programs,** the distribution of **nursery** stock for **Crown** and private **lands**; and coordinates the environmental assessment initiatives within the forest program and provides forestry technical support to the Timber Class Environmental Assessment hearings.

Specialized services are provided to district offices for **pest control**, nursery **soil** management, municipal **tree** cutting by-laws, assessment of silvicultural work, equipment development, **Woodlands Improvement Act** agreements and special funding programs.

The branch provides leadership, technical and scientific expertise in the areas of tree seed and tree improvement; technology transfer; growth and yield; forest ecology and coordinates the four regional technology development units.

Forest Management Branch works with other ministries to develop integrated forest management policies. The objective is to contribute to the economy through sound environmental practices that recognize a wide range of forest uses and values.

In carrying out branch policy, field offices undertake management activities to ensure the maintenance of healthy forests and forest estates. Management activities include forest regeneration, protection against **fire, insects** and **disease**, and improving tree quality growth. The branch also develops new technologies and products for the pest management program.

Programs are available to private landowners to acquire inexpensive tree seedlings; free consultation services relating to the planting, tending, protection, improvement and harvesting of forests, and financial assistance to carry out prescribed treatment under the Woodlands Improvement Act and the Forestry Act. The **Management Forest Tax Rebate Program** provides a 100% reduction in property taxes for eligible private forest owners. **Grants** are available to municipalities to acquire lands to be managed under the Agreement Forest Program.

Field offices provide education on forestry awareness, field days, demonstrations and workshops and participate in community events, such as, speaking to interest groups and educational institutions.

The delivery of Forest Management programs is the responsibility of the district offices. Inquiries should be directed to the nearest district office, listed under this Ministry's Field Organization entries.

FOREST PRODUCTS AND MARKETING BRANCH MNR 13
258 Queen St. E.
P. O. Box 1000
Sault Ste. Marie P6A 5N5
705-945-9315

The Forest Products and Marketing Branch develops policies and priorities for the allocation of **Crown timber** resources to sustain development in the provincial forestry sector. It provides policy advice and support in the areas of forest resource inventory; timber **licensing**

and wood allocation; wood measurement and **forest** management planning, and **forest industries** information in order to achieve timber production objectives which are sustainable and compatible with other forest uses. For information, contact the above office or any regional or district office listed under the Field Organization entries.

FOREST PLANNING SECRETARIAT MNR 14
258 Queen St. E.
P. O. Box 1000
Sault Ste. Marie P6A 5N5
705-945-9315

In support of the Executive Director, Forest Resources Group, the Forest Planning Secretariat manages the development and coordination of policy and long term planning in order to ensure sustainable development of provincial forest resources. The Secretariat manages the development of forest program policies, evaluates programs, provides multi-year and annual strategic financial planning and assists with the development and maintenance of Ministry strategic directions.

ONTARIO FOREST RESEARCH INSTITUTE MNR 15
P. O. Box 969
1235 Queen St. E.
Sault Ste. Marie P6A 5N5
705-946-2981 (effective late October 1990)

The Ontario Forest Research Institute (**OFRI**) formerly the Ontario Tree Improvement and Forest Biomass Institute (OTIFBI) and its two satellite stations listed below; provide leadership in **forest research** directed towards the best management of Ontario forests. Research programs are developed within four major categories, **tree** improvements/genetics, stock production/renewal, forest ecosystems/impact, stand dynamics/silviculture. Specific areas of interest include: physically, genetics, production and performance of coniferous planting stock, stand management and productivity, nutrient cycling, acid rain studies and the management of tolerant hardwoods.

*OFRI*
620 Gordon St.
**Guelph N1G 2W1**
519-824-4120 Ext.8586

*OFRI*
P. O. Box 2960
**Thunder Bay P7B 5G5**
807-767-1607

**LANDS AND WATERS GROUP**

CONSERVATION AUTHORITIES AND WATER MANAGEMENT BRANCH MNR 16
Whitney Block, Rm. 5620
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-6283

The branch encourages the **conservation**, development and wise utilization of **water** and related **land** resources by providing policy, procedural guidelines, funding, management and planning direction to 38 Conservation Authorities.

The Conservation Authorities are autonomous, corporate bodies established under the **Conservation Authorities Act** to further the conservation, restoration, development and management of natural resources other than gas, oil, coal and minerals.

Through the branch, **grants** are provided to Conservation Authorities to support resource management projects, e.g., **watershed** planning, **flood** control works such as **dams** and other non-structural measures, **erosion** control projects, and conservation and **recreation** land management (**reforestation, woodlot, fish** and **wildlife** management).

The branch also administers the **Lakes and Rivers Improvement Act** which regulates construction and operation of dams and diversions. In addition, special engineering, water management, **shoreline** management and **hydrologic research** studies to control flooding and erosion are carried out. Response to flood **emergencies** is a joint effort by a number of entities including the municipality concerned, the Conservation Authorities, the Ministry of Natural Resources' district offices, and the police. To report an emergency arising from floods, telephone the municipality in which flooding occurs. In areas outside municipalities, call the nearest district office of the Ministry of Natural Resources, listed in the blue pages of area telephone directories.

The branch deals with the Conservation Authorities (CAs) through six Ministry of Natural Resources regional offices. These offices and the Authorities are listed below.

**CENTRAL REGION**

*Regional Office*
820 Yonge St. S
**Aurora L4G 3G8**
416-841-9385

*Niagara Peninsula CA*
Centre St.
**Allanburg L0S 1A0**
416-227-1013

*Hamilton Region CA*
Box 7099, 838 Mineral Springs Rd.
**Ancaster L9G 3L3**
416-525-2181

*Nottawasaga Valley CA*
R. R. 1
**Angus L0M 1B0**
705-424-1479

*Halton Region CA*
2596 Brittania Rd. W.
P. O. Box 1097, Stn. B
**Burlington L7P 3S9**
416-336-1158

*Grand River CA*
Box 729, 400 Clyde Rd.
**Cambridge N1R 5W6**
519-621-2761

*Kawartha Region CA*
Box 819
**Fenelon Falls K0M 1N0**
705-887-3112

*Credit Valley CA*
**Meadowvale L0J 1K0**
416-451-1615

*Lake Simcoe Region CA*
Box 282, 120 Bayview Ave.
**Newmarket L3Y 4X1**
416-895-1281

*Metropolitian Toronto & Region CA*
5 Shoreham Dr.
**Downsview M3N 1S4**
416-661-6600

*Otonabee Region CA*
Time Square
380 Armour Rd., Ste. 200
**Peterborough K9H 7L7**
705-745-5791

*Ganaraska Region CA*
Box 328, 56 Queen St.
**Port Hope L1A 3W4**
416-885-8173

*Central Lake Ontario CA*
100 Whiting Ave.
**Oshawa L1H 3T3**
416-579-0411

**EASTERN REGION**

*Regional Office*
Government Bldg.
Concession Rd.
**Kemptville K0G 1J0**
613-258-8204

*Moira River CA*
Box 698
**Belleville K8N 5B3**
613-968-3434

*South Nation River CA*
Box 69
**Berwick K0C 1G0**
613-984-2949

*Cataraqui Region CA*
R. R. 1
**Glenburnie K0H 1S0**
613-546-4228

*Mississippi Valley CA*
Box 268
**Lanark K0G 1K0**
613-259-2421

*Rideau Valley CA*
Box 599, Mill St.
**Manotick K0A 2N0**
613-692-3571

*Crowe Valley CA*
Box 416
**Marmora K0K 2M0**
613-472-3137

*Raisin Region CA*
Box 10
**Martintown K0C 1S0**
613-528-4584

*Napanee Region CA*
25 Ontario St. W.
**Napanee K7R 3S6**
613-354-3312

*Prince Edward Region CA*
Box 310
**Picton K0K 2T0**
613-476-7408

*Lower Trent Region CA*
441 Front St.
**Trenton K8V 6C1**
613-394-4829

**NORTH CENTRAL REGION**

*Regional Office*
435 James St. S.
Box 5000
**Thunder Bay "F" P7C 5G6**
807-475-1261

*Lakehead Region CA*
Box 3476
1136 Oliver Rd.
**Thunder Bay P7B 5J9**
807-344-5857/8/9/50

**NORTHEASTERN REGION**

*Regional Office*
Ontario Government Bldgs.
199 Larch St.
**Sudbury P3E 5P9**
705-675-4120

*North Bay-Mattawa CA*
Box 1215
**North Bay P1B 8K4**
705-474-5420

*Sault Ste. Marie Region CA*
99 Foster Dr., Civic Centre
**Sault Ste. Marie P6A 5X6**
705-759-5342

*Nickel District CA*
200 Brady St.
**Sudbury P3E 5K3**
705-674-5249

**NORTHERN REGION**

*Mattagami Region CA*
133 Cedar St. S.
**Timmins P4N 2G9**
705-264-5309

*Regional Sub-Office*
60 Wilson Ave.
**Timmins P4N 2S7**
705-267-1401

**SOUTHWESTERN REGION**

*Regional Office*
Box 5463, 659 Exeter Rd.
**London N6A 4L6**
519-661-2800

*Catfish Creek CA*
R. R. 5
**Aylmer N5H 2R4**
519-773-9605

*Lower Thames Valley CA*
100 Thames St.
**Chatham N7L 2Y8**
519-354-7310

*Essex Region CA*
360 Fairview Ave. W.
**Essex N8M 1Y6**
519-776-5209

*Ausable Bayfield CA*
Box 2410
**Exeter N0M 1S0**
519-235-2610

*Saugeen Valley CA*
R. R. 1
**Hanover N4N 3B8**
519-364-1255

*Upper Thames River CA*
Box 6278, Station "D"
**London N5W 5S1**
519-451-2800

*Grey Sauble CA*
R. R. 4, Inglis Falls Rd.
**Owen Sound N4K 5N6**
519-376-3076

*Kettle Creek CA*
R. R. 8
**St. Thomas N5P 3T3**
519-631-1270

*Long Point Region CA*
R. R. 3
**Simcoe N3Y 4K2**
519-428-4623

*St. Clair Region CA*
205 Mill Pond Cres.
**Strathroy N7G 3P9**
519-245-3710

*Maitland Valley CA*
Box 127
**Wroxeter N0G 2X0**
519-335-3557

LAND MANAGEMENT BRANCH MNR 17
ACCESS ROADS SECTION
Whitney Block, Rm. 6646
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-5735

The section's activities involve the construction and maintenance of access **roads** and **bridges** to facilitate management and utilization of the province's natural resources on **Crown lands**. The section is responsible for coordination of the access roads component of various programs, such as the **Canada Ontario Forest Resource Development Agreement** (COFRDA) and **Northern Ontario Resources Transportation Committee** (NORTC). The statute which pertains most to resource access is the **Public Lands Act** (Part II). For

information about a specific road, contact the regional and district offices listed under the Ministry's Field Organization entries.

LAND MANAGEMENT BRANCH MNR 18
PUBLIC LANDS SECTION
Whitney Block, Rm. 6603
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-2743

The Public Lands Section administers the **Public Lands Act**, which is the statutory authority for managing and disposing of rights in **Crown** (public) **lands**, and the **Beds of Navigable Waters Act**.

Public land management involves custodianship and protection of the 87 per cent of Ontario that is Crown land, outside of provincial parks. The section controls land uses and users (e.g., use as cottage lots; **shoreline** use such as installation of **docks** and **boathouses**; commercial, residential and **agricultural** use) and protects land from adverse claims, littering and abuse. In **unorganized territories**, the section provides public garbage disposal facilities and controls development on private lands.

Public land disposition is the granting of rights in Crown land to individuals or corporations for purposes such as cottaging, farming, and commercial or industrial uses, e.g., **water** power. These dispositions are based upon market value as determined by **appraisal**. Crown land needs of other ministries and governments are met through transfer of administration and control of the required sites.

A planning process precedes disposition of Crown lands. For example, **lake** planning is done before **cottage** lots are selected and developed. Public land may be granted for short terms (by various types of leasehold) or permanently (by freehold grant).

The **Land Acquisition Program** ensures the orderly purchase of private **lands** required for various Ministry functions. The section assists in setting acquisition priorities, oversees and approves purchases, and maintains a computerized **statistical** control and data bank of all acquisition proposals. Technical real estate-related assistance, analysis and studies are provided to the various branches and levels of the Ministry, as well as related public and private agencies.

The section gives direction to the 8 regions and 47 districts which comprise the Ministry's Field Organization, and advises the Minister and senior management on land-related matters.

LAND MANAGEMENT BRANCH MNR 19
FUEL MINERALS SECTION
Whitney Block, Rm. 6641
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-963-1882

The Fuel Minerals Section recommends appropriate policies and legislation to encourage development of indigenous **energy** resources such as oil, gas, peat, lignite and oil shales; underground gas storage; hydrocarbon product storage; and salt solution mining.

These resources are mostly found in Southern Ontario. Operational, **geological**, engineering and inspection services are performed by the Southwestern Regional Office in London within the laboratory, computer and research facilities.

SOUTHWESTERN REGION

*Regional Office*
Petroleum Resources
659 Exeter Rd.
**London N6A 4L6**
519-661-2766

LAND MANAGEMENT BRANCH MNR 20
AGGREGATE RESOURCES SECTION
Whitney Block, Rm. 4646
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-3127

The Aggregate Resources Section is responsible for the management of Ontario's **aggregate** resources through the Ministry's regional and district offices. Under the **Aggregate Resources Act (ARA)**, over 2,600 pits and quarries are licenced, and over 200 temporary wayside **permits** are issued each year. The sites, located predominantly in southern Ontario, extract sand, gravel, shale, stone and other nonmetallic **minerals** for industrial and construction use. In addition, over 2,000 pits located on Crown land, mainly in northern Ontario, are administered under the Aggregate Permit provisions of the ARA. The Ministry's district offices administer this Act through public and agency review and liaison, for the mutual benefit of all interested parties.

Management of aggregate resources is carried out through resource planning under the Provincial **Mineral Aggregate Resources Policy Statement** (MARPS), policy formulation and development, administration of legislation, rehabilitation studies, and other related research. The section provides interpretation and advice on legislation, policy and rehabilitation to industry, other agencies and the public, as well as, support to field staff.

Pits and Quarries Inspectors are designated Ministry personnel assigned to field offices responsible for administering and enforcing the ARA and its regulations. Site inspections are routinely performed from district offices on all licensed and wayside operations.

LAND MANAGEMENT BRANCH MNR 21
TITLES SECTION
Whitney Block, Rm. 6645
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-1319

The **Titles** Section issues Crown leases, **land patents** (Crown patents) and **licences** of occupation. From the land index listing (formerly the **Domesday Book**), information can be provided on land that was formerly **Crown land**. The section also maintains the acreage tax roll, and carries out the forfeiture process for patented **mining** lands. All of this data is available at the main office. For information, contact the regional and district offices listed under this Ministry's Field Organization entries.

SURVEYS, MAPPING AND REMOTE SENSING BRANCH MNR 22
90 Sheppard Ave. E., 4th Flr.
North York M2N 3A1
416-733-5084
Fax 416-223-6215

The Surveys, Mapping and Remote Sensing Branch ensures the availability of positional and descriptive information about Ontario's land mass and provides leadership in geographic information applications and standards development.

Activities include the establishment and maintenance of a provincial geographic referencing system, geodesy, cadastral surveys, cartography, establishment and maintenance of the Provincial Digital Topographic Data Base, geographic information, geographic nomenclature, satellite and airborne remote sensing. Branch programs are described individually under the entries that follow. Maps are distributed by the Ministry's Public Information Centre, Communications Services Branch (965-6511). District offices, listed under this Ministry's Field Organization entries, can also provide information.

**The Air Photo Library** (733-5143) safeguards and maintains the Ministry's original air photo imagery flown for the forestry and mapping programs. Photographic contact prints and enlargements are produced in the laboratory to meet the demands of the public, government agencies and MNR mapping projects. Products are sold and distributed through the Public Information Centre (965-1123).

SURVEYS, MAPPING AND REMOTE SENSING BRANCH MNR 23
GEOGRAPHICAL INFORMATION SERVICES
90 Sheppard Ave. E., 4th Flr.
North York M2N 3A1
416-733-5086

The Geographical Information Services (GIS) unit is the focus, in the provincial government, for the development of a digital topographic information system and associated technology, the establishment and maintenance of the Provincial **Topographic** Database, and the demonstration of this technology in the public and private sectors. Policy is coordinated for Ministry-wide cartographic services and the government-wide Ontario Basic Mapping program.

**Topographic Data Base** (733-5090) operates the **Ontario Basic Mapping (OBM)** program which is designed to provide a common base for geographical referenced topographic information. Contracts are handled with private industry for medium-scale digital topographic mapping, and with municipalities for large-scale urban topographic mapping.

The **Digital OBM Program** develops and maintains a database of digital topographic information for the Province of Ontario, and disseminates this data to users.

**GIS Applications and Technology Transfer** (733-5113) undertakes development of pilot projects in both municipal and resource information systems using GIS technology; provides information on developments in GIS and the Digital OBM through seminars and newsletters; and conducts demonstrations of GIS technology and the use of the Digital OBM.

**Thematic Mapping** (733-5126) prepares the Ministry's collared thematic **maps**, including territorial, **parks, hunting** and **fishing** maps, collared brochures and graphics, Ontario's **electoral district** maps, and **geological** maps for the Ontario Geological Survey.

**Technology and Standards Development** (733-5144) undertakes research and development of geographical referencing concepts and standards.

SURVEYS, MAPPING AND REMOTE SENSING BRANCH — MNR 24
SURVEYOR GENERAL
90 Sheppard Ave. E., 4th Flr.
North York M2N 3A1
416-733-5085

The Office of the Surveyor General administers the **Surveys Act**, **Surveyors Act** and **Ontario Geographic Names Board Act** and regulations; manages surveying services; and coordinates policy, priorities and development of programs in drafting services, geodetic services, geographic names and legal **surveying** activities.

**Drafting Services** (733-5130) offers support drafting service, including production and maintenance of plans pertaining to land status, to Ministry programs.

**Geodetic Services** (733-5138) develops and publishes standards, guidelines and specifications for the performance of horizontal, vertical and three-dimensional surveys by surveyors; collects horizontal and vertical control survey network data for storage in the provincial horizontal control data bank (**COSINE**); maintains multi-purpose control survey adjustment and analysis programs (**MANOR**, MANOR V); and installs precise calibration base lines.

**Geographic Names** (733-5110) coordinates geographic name investigation, research and policy development affecting treatment of geographic nomenclature in Ontario; maintains an index of geographical and place names; provides toponymic service and undertakes investigations affecting geographical names for the Canadian Permanent Committee on Geographic Names, ministries, agencies, municipalities, the public, etc.; provides administrative support to the Ontario Geographic Names Board; and publishes principles for geographic naming.

**Surveying Services** (733-5103) examines plans of survey of Crown land and mining land for alienation by lease, licence or letters patent; prepares descriptions for patent, lease, licence, Order-in-Council and regulations; and interprets and maintains custody of plans and field notes of original Crown surveys. A **library** located at 90 Sheppard Ave. E., 4th Flr., North York is open to the public. Survey Services also prepares instructions for surveyors to make municipal and Crown resurveys under the Surveys Act; arranges public hearings for confirmation of surveys; maintains provincial boundaries; and undertakes legal surveys for the Ministry.

SURVEYS, MAPPING AND REMOTE SENSING BRANCH — MNR 25
ONTARIO CENTRE FOR REMOTE SENSING
90 Sheppard Ave. E., 4th Flr.
North York M2N 3A1
416-733-5066

The **Ontario Centre for Remote Sensing (OCRS)** conducts applications development projects and thematic mapping programs related to such fields as forestry, geology, agriculture and land use planning, through the analysis of airborne and spaceborne **remote sensing** data (e.g., aerial **photography**, thermography, radar, and satellite multispectral imagery). OCRS headquarters maintains a collection of **LANDSAT** and **SPOT satellite imagery** for Ontario and a literature **library**, both of which may be used by the public. Under a comprehensive technology transfer program, the Centre offers information on remote sensing, and consultation on remote sensing research or application projects, to government organizations, private

companies and universities/colleges. The Centre also subcontracts to Ontario companies to conduct remote sensing application projects in Canada and abroad. Remote sensing training courses are offered to provide "hands-on" experience in the use of a range of remote sensing data. Guest lecturers and other forms of assistance in the teaching of remote sensing are provided to universities.

## OUTDOOR RECREATION GROUP

LAW ENFORCEMENT OFFICE MNR 26
Whitney Block, Rm. 3425
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-5661

Located in the Executive Coordinator's office of the Outdoor Recreation Group, the Law Enforcement Office provides assistance and advice to field offices on various law enforcement matters. It is responsible for the development and coordination of all law enforcement training courses, and controls all special investigations.

NATURAL RESOURCES LIBRARY MNR 27
99 Wellesley St. W.
Whitney Block, 4th Flr.
Queen's Park, Toronto M7A 1W3
416-965-6319

The Natural Resources Library at Queen's Park and the **Research Library** in Maple (416-832-7145) hold material related to renewable resources. The libraries serve Ministry staff, other libraries and members of the public working on special projects concerning resources for which material is not available elsewhere. The public may use material for reference and by appointment only. The Natural Resources Library operates the Ministry **reading room** to provide public access to manuals and internal procedures used by the Ministry.

OFFICE OF RECREATIONAL BOATING MNR 28
Whitney Block, Rm. 3303
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-3238

The Office of Recreational Boating acts as a source of **information** for the general public on all aspects of **recreational** boating, from **safety** courses to boat **licensing** and regulations. The office also serves as a liaison between the government and marina operators, boat and boat equipment manufacturers, boating organizations and organizations teaching boating safety.

The Interministry **Boating Jurisdiction Committee** (IBJC) discusses issues related to recreational boating to determine the potential for provincial involvement.

FISHERIES BRANCH MNR 29
Whitney Block, 3rd Flr.
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-7883
Fax 416-324-7293

The Fisheries Branch coordinates **fisheries** regulations across the province through preparation, interpretation and legislation. The main office supports and guides regional and district

offices by providing: expertise in biology, sociology, economics, computerized data, legislation and administration relating to fisheries management; special services such as program evaluation, priority setting and policy formulation; and planning, programming and auditing of provincial **fish** culture operations to meet the need for resource management and recreational fishing. The main office also assigns production targets and distribution schedules for provincial fish culture stations, and develops and implements policy affecting fish habitat management.

Regional offices are responsible for coordinating delivery of assigned Ministry programs through the Ministry Field Organization. The offices set regional priorities, allocate resources in accordance with approved policies and programs, and provide support services and management information to the districts.

District offices are responsible for delivery of the fisheries program and enforcement of legislation. They recommend changes in policies, programs or standards. The district offices also provide information on hatcheries and sanctuaries, farm ponds, **permits** and special **licences**, fishing conditions and regulations, open seasons, fish identification and conservation. For a listing of regional and district offices, fish assessment units, fish culture centres and Fisheries Research Stations, Year Round Work Centres, see this Ministry's Field Organization entries.

PROVINCIAL PARKS AND RECREATIONAL AREAS BRANCH — MNR 30
Whitney Block, 3rd Flr.
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-2745

The Provincial Parks and Recreational Areas Branch is responsible for the planning development and management of provincial **parks** and **recreational** areas (canoe routes, **water** access points and trails). The Areas of Natural and Scientific Interest (ANSI) program is responsible for the protection of areas with natural feature values such as natural heritage appreciation and scientific education. In addition, it develops and coordinates the **Conservation Land Tax Reduction Program**, which provides **property tax** rebates to the owners of identified conservation land. Provincial parks information and **films** can be obtained from the Ministry's regional and district offices or by writing to this branch. In Toronto, call 965-3081 for parks information and 963-2992 for park vacancy reports in the summer. Residents outside a district office's local calling area can consult the blue pages of their public telephone directory for the toll-free number.

Listed alphabetically below are provincial parks and the corresponding district offices and telephone numbers. See this Ministry's Field Organization entries for the full addresses of the regional and district offices.

*Aaron*
807-223-3341
(Dryden District)

*Algonquin*
705-633-5572
(Algonquin Park District)

*Arrowhead*
705-645-8747
(Bracebridge District)

*Awenda*
705-728-2900
(Huronia District)

*Balsam Lake*
705-324-6121
(Lindsay District)

*Bass Lake*
705-728-2900
(Huronia District)

*Batchawana*
705-949-1231
(Sault Ste. Marie District)

*Blue Lake*
807-223-3341
(Dryden District)

*Bon Echo*
613-354-2173
(Napanee District)

*Bonnechere*
613-732-3661
(Pembroke District)

*Bronte Creek*
519-658-9356
(Cambridge District)

*Caliper Lake*
807-274-5337
(Fort Frances District)

*Carillon*
613-257-5735
(Carleton Place District)

*Carson Lake*
613-732-3661
(Pembroke District)

*Charleston Lake*
613-354-2173
(Napanee District)

*Chutes*
705-869-1330
(Espanola District)

*Craigleith*
519-376-3860
(Owen Sound District)

*Darlington*
705-324-6121
(Lindsay District)

*Devil's Glen*
705-728-2900
(Huronia District)

*Driftwood*
613-732-3661
(Pembroke District)

*Earl Rowe*
705-728-2900
(Huronia District)

*Emily*
705-324-6121
(Lindsay District)

*Esker Lakes*
705-642-3222
(Kirkland Lake District)

*Fairbank*
705-522-7823
(Sudbury District)

*Ferris*
613-354-2173
(Napanee District)

*Finlayson Point*
705-569-3622
(Temagami District)

*Fitzroy*
613-257-5735
(Carleton Place)

*Frontenac Park*
613-354-2173
(Napanee District)

*Fushimi Lake*
705-362-4346
(Hearst District)

*Greenwater*
705-272-4365
(Cochrane District)

*Grundy Lake*
705-746-4201
(Parry Sound District)

*Halfway Lake*
705-522-7823
(Sudbury District)

*Inverhuron*
519-376-3860
(Owen Sound District)

*Ipperwash*
519-357-3131
(Wingham District)

*Ivanhoe Lake*
705-864-1710
(Chapleau District)

*John E. Pearce*
519-773-9241
(Aylmer District)

*Kakabeka Falls*
807-475-1511
(Thunder Bay District)

*Kap-Kig-Iwan*
705-642-3222
(Kirkland Lake District)

*Kettle Lakes*
705-267-7951
(Timmins District)

*Killarney*
705-522-7823
(Sudbury District)

*Killbear*
705-746-4201
(Parry Sound District)

*Klotz Lake*
807-854-1030
(Geraldton District)

*Lady Evelyn Smoothwater*
705-569-3622
(Temagami District)

*Lake Nipigon*
807-887-2120
(Nipigon District)

*Lake of the Woods*
807-274-5337
(Fort Frances District)

*Lake on the Mountain*
613-354-2173
(Napanee District)

*Lake St. Peter*
613-332-3940
(Bancroft District)

*Lake Superior*
705-856-2396
(Wawa District)

*Long Point*
519-426-7650
(Simcoe District)

*MacGregor Point*
519-376-3860
(Owen Sound District)

*MacLeod*
807-854-1030
(Geraldton District)

*Mara*
705-728-2900
(Huronia District)

*Mark S. Burnham*
705-324-6121
(Lindsay District)

*Marten River*
705-474-5550
(North Bay District)

*Mattawa River*
705-474-5550
(North Bay District)

*McRae Point*
705-728-2900
(Huronia District)

*Middle Falls*
807-475-1511
(Thunder Bay District)

*Mikisew*
705-645-8747
(Bracebridge District)

*Missinaibi Lake*
705-864-1710
(Chapleau District)

*Mississagi*
705-356-2234
(Blind River District)

*Murphys Point Park*
613-257-5735
(Carleton Place)

*Nagagamisis*
705-362-4346
(Hearst District)

*Neys*
807-825-3205
(Terrace Bay District)

*North Beach*
613-354-2173
(Napanee District)

*Oastler Lake*
705-746-4201
(Parry Sound District)

*Obatanga*
705-856-2396
(Wawa District)

*Ojibway*
807-737-1140
(Sioux Lookout District)

*Ojibway Prairie Nature Reserve*
519-354-7340
(Chatham District)

*Ouimet Canyon*
807-475-1511
(Thunder Bay District)

*Pakwash*
807-727-2253
(Red Lake District)

*Pancake Bay*
705-949-1231
(Sault Ste. Marie District)

*Peters Woods Nature Reserve*
705-324-6121
(Lindsay District)

*Petroglyphs*
613-332-3940
(Bancroft District)

*The Pinery*
519-357-3131
(Wingham District)

*Point Farms*
519-357-3131
(Wingham District)

*Polar Bear*
705-336-2987
(Moosonee District)

*Port Bruce*
519-773-9241
(Aylmer District)

*Port Burwell*
519-773-9241
(Aylmer District)

*Presqu'ile*
613-354-2173
(Napanee District)

*Quetico*
807-597-6971
(Atikokan District)

*Rainbow Falls*
807-825-3205
(Terrace Bay District)

*Rene Brunelle*
705-335-6191
(Kapuskasing District)

*Restoule*
705-474-5550
(North Bay District)

*Rideau River*
613-257-5735
(Carleton Place)

*Rock Point*
416-892-2656
(Niagara District)

*Rondeau*
519-354-7340
(Chatham District)

*Rushing River*
807-468-9841
(Kenora District)

*Samuel de Champlain*
705-474-5550
(North Bay District)

*Sandbanks*
613-354-2173
(Napanee District)

*Sandbar Lake*
807-934-2233
(Ignace District)

*Sauble Falls*
519-376-3860
(Owen Sound District)

*Selkirk*
519-426-7650
(Simcoe District)

*Serpent Mounds*
705-324-6121
(Lindsay District)

*Sharbot Lake*
613-257-5735
(Carleton Place District)

*The Shoals*
705-864-1710
(Chapleau District)

*Sibbald Point*
416-832-2761
(Maple District)

*Sibley*
807-475-1511
(Thunder Bay District)

*Silent Lake*
613-332-3940
(Bancroft District)

*Silver Lake*
613-257-5735
(Carleton Place)

*Sioux Narrows*
807-468-9841
(Kenora District)

*Six Mile Lake*
705-728-2900
(Huronia District)

*Springwater*
705-728-2900
(Huronia District)

*Sturgeon Bay*
705-746-4201
(Parry Sound District)

*Tidewater*
705-336-2987
(Moosonee District)

*Trillium Woods Nature Reserve*
519-773-9241
(Aylmer)

*Turkey Point*
519-426-7650
(Simcoe District)

*Wakami Lake*
705-864-1710
(Chapleau District)

*Wasaga Beach*
705-728-2900
(Huronia District)

*Wheatley*
519-354-7340
(Chatham District)

*White Lake*
705-856-2396
(Wawa District)

*Windy Lake*
705-522-7823
(Sudbury District)

*Winisk River*
807-854-1030
(Geraldton District)

*Woodland Caribou*
807-727-2253
(Redlake District)

PROVINCIAL PARKS COUNCIL MNR 31
2450 McDougall St.
Windsor N8X 3N6
519-255-6731

The Council is a citizen's advisory committee which advises the Minister of Natural Resources on policy, planning, development and management of Ontario provincial **parks** in relation to changing public needs. The Chairman of the Council, Mr. Lloyd Burridge, may be contacted at the above address. The Coordinator, who is responsible for the Ministry's involvement with the Council, is located at the Provincial Parks and Recreational Areas Branch, Whitney Block, Rm. 3328, Queen's Park, Toronto M7A 1W3, 965-2745

WILDLIFE BRANCH MNR 32
Whitney Block, 4th Flr.
99 Wellesley St. W.
Queen's Park, Toronto M7A 1W3
416-965-4252

In accordance with the Game and Fish Act and the Endangered Species Act, the Wildlife Branch manages Ontario's **wildlife** resource programs, including habitat. The branch also develops and recommends programs to manage wildlife, including **moose, deer, bear**, upland **game, waterfowl, furbearers**, non-game and **endangered species**, and all flora and fauna excluding fish. Hunter participation and harvest are measured, and **hunting** seasons are developed. The Research Section at Maple, listed below, conducts **research** on wildlife ecology, diseases, and species and animal behavior.

*Wildlife Research*
10401 Dufferin St.
**Maple L0J 1E0**
416-832-7111

The Program Development Section develops policy and management programs for wildlife species, and coordinates wildlife management efforts across the province. Staff maintain liaison with other provinces, the federal government, and other countries to manage species of national or international significance.

The Central Wildlife Services Section coordinates regulatory and statutory recommendations; issues **Convention on International Trade and Endangered Species (CITES) export** permits; administers the provincial fur management program, including the **trapper education** program (965-3345) and the hunter education program (965-4252); **certifies** hunter education instructors; and coordinates training courses for Ministry hunting licence exa-

miners. **Wildlife Surveys and Records** (965-8945) verifies lost hunting **licences** and hunter examination certificates, and carries out surveys of hunters and public interest in wildlife.

The Wildlife Extension Development Section administers the **Community Wildlife Involvement Program** and **Project WILD**, a teacher education program; provides education and information services on other branch programs; maintains liaison with user and special interest groups; monitors land use patterns; works with landowners to facilitate private land management for wildlife; and interprets wildlife management and use to the public.

Wildlife staff members are located in Ministry district offices throughout the province to provide local services such as: wildlife law enforcement; advice on nuisance wildlife control; licensing of trappers, hunter education instructors, hunters and other persons requiring permits for activities involving wildlife; and information on hunting and other wildlife-based recreational opportunities. District offices are listed under this Ministry's Field Organization entries.

Branch publications, which are available from the Public Information Centre, 1st Floor, Whitney Block (965-4251) and district offices, include hunter education and reference manuals, hunting and trapping regulations, wildlife management areas, beaver, deer and moose management, Ontario **turtles**, wolves and coyotes, vegetation management for wildlife, and wildlife posters.

## FIELD ORGANIZATION

### FIELD ORGANIZATION MNR 33

The Ministry of Natural Resources is organized functionally and geographically so that operational decision-making is as close as possible to the program delivery level. For administrative purposes, Ontario is divided into eight regions and 47 districts. The district managers, regional directors and two field Assistant Deputy Ministers serve the public and local area interests by implementing the Ministry's Land Management, Outdoor Recreation and Forest Resources programs (described separately). These programs cover minerals management, fish and wildlife, forest management, public lands and waters, provincial parks, and fuel and industrial minerals management.

The main thrust of program delivery is in the Ministry's district offices, where management and use of natural resources takes place with consideration for local requirements. District managers and staff prepare local program strategies (e.g. land use planning), and integrate individual resource plans that are consistent with the district strategy. Each district manager is responsible to the appropriate regional director for all activities assigned to the district.

Regional offices are organized into functional units headed by specialists responsible for providing advice and support to the districts. In some instances, such as conservation authorities, engineering and administrative services, the regional office is also the delivery point for Ministry programs.

The principal role of the regional director and staff is to direct and coordinate district activities by establishing regional priorities and allocating appropriate resources; setting program standards, and auditing to ensure that standards are met; developing and overseeing implementation of training programs; and providing specialized advice and support services. In addition, the regional director and staff recommend annual work plans to the Assistant Deputy Ministers, and identify areas where policy is required or needs to be modified.

Program management, coordination of policy, and delivery of services across Northern and Southern Ontario are the responsibility of two field Assistant Deputy Ministers. They convey

the opinions of field staff to the Deputy Minister through their membership on senior management committees.

For the locations of regional, district and other offices, see the following entries: Field Organization, Northern Ontario, and Field Organization, Southern Ontario.

**ASSISTANT DEPUTY MINISTER-NORTHERN ONTARIO**

FIELD ORGANIZATION MNR 34
Ontario Government Bldg.
435 James St. S., P. O. Box 5000
Thunder Bay P7C 5G6
807-475-1271
(When in Toronto: Rm. 6346, Whitney Block
416-965-7783)

The four northern regional directors and the Aviation and Fire Management Centre director report to the Assistant Deputy Minister of Northern Ontario. Each regional office is listed below, followed by the district offices, year round work centres, **fisheries** assessment units and **nurseries** reporting to it. Residents outside an office's local calling area are advised to consult the blue pages of their public telephone directory for the toll-free telephone number.

**NORTH CENTRAL REGION**

*Regional Office*
Ontario Government Building
P. O. Box 5000
435 James St. S.
**Thunder Bay "F" P7C 5G6**
807-475-1261

**District Offices**

108 Saturn Ave.
**Atikokan P0T 1C0**
807-597-6971

Box 640
**Geraldton P0T 1M0**
807-854-1030

Box 970
**Nipigon P0T 2J0**
807-887-2120

P. O. Box 280
**Terrace Bay P0T 2W0**
807-825-3205

Ontario Government Building
P. O. Box 5000
435 James St. S.
**Thunder Bay "F" P7C 5G6**
807-475-1511

**Year Round Work Centres**

*Armstrong Satellite Base*
P. O. Box 69
**Armstrong P0T 1A0**
807-583-2364
(Nipigon District)

*Nym Lake Base*
**Atikokan P0T 1C0**
807-597-2734
(Atikokan District)

*Macdiarmid Satellite Base*
P. O. Box 120
**Beardmore P0T 1G0**
807-885-5521
(Nipigon District)

*Geraldton Fire Centre*
P. O. Box 640
**Geraldton P0T 1M0**
807-854-1600

*Manitouwadge*
Box 309
**Manitouwadge P0T 2C0**
807-826-3225
(Terrace Bay District)

*Nakina Office*
23 Kingsland
**Nakina P0T 2H0**
807-329-5251
(Geraldton District)

*Shebandowan Headquarters*
P. O. Box 43
**Shebandowan P0T 2T0**
807-926-2182
(Thunder Bay District)

*Fisheries Research Productivity Unit*
P. O. Box 2089
Spruce River Rd.
**Thunder Bay P7B 5E7**
807-683-6232

*Fisheries Research Walleye Unit*
Ontario Government Bldg.
435 James St. S.
**Thunder Bay P7C 5G6**
807-475-1636

*Northern Forest Research Unit*
P. O. Box 2960
Dawson Rd.
**Thunder Bay P7B 5G5**
807-767-1607

*Technical Development Unit*
R. R. 1
**Thunder Bay P7C 4T9**
807-939-2501

*Regional Fire Centre*
1580 W. Arthur St.
**Thunder Bay P7C 5G6**
807-475-4472

*Thunder Bay District Fire Centre*
P. O. Box 5000
1580 W. Arthur St.
**Thunder Bay P7C 5G6**
807-475-8440

*Thunder Bay Service Centre*
P. O. Box 5000
1580 W. Arthur St.
**Thunder Bay P7C 5G6**
807-475-4472

*Upsala Headquarters*
**Upsala P0T 2Y0**
807-986-2339
(Thunder Bay District)

**Fisheries Assessment Unit**

*Lake Superior*
P. O. Box 5000
**Thunder Bay P7C 5G6**
807-475-1635

**Fish Culture Station**

*Dorion*
**Dorion P0T 1K0**
807-857-2322
(Thunder Bay Region)

**Nurseries**

*Thunder Bay Nursery*
Thunder Bay Forest Station
R. R. 1
**Thunder Bay P7C 4T9**
807-939-2561

**NORTHEASTERN REGION**

*Regional Office*
Provincial Government Bldg.
199 Larch St.
**Sudbury P3E 5P9**
705-675-4120

**District Offices**

62 Queen St., Box 190
**Blind River P0R 1B0**
705-356-2234
Box 1340, 148 Fleming St.
**Espanola P0P 1C0**
705-869-1330

Box 3070, R. R. 3, Hwy. 63
**North Bay P1B 8K7**
705-474-5550

875 Queen St. E.
**Sault Ste. Marie P6A 5L5**
705-949-1231

P. O. Box 3500, Station "A"
**Sudbury P3A 4S2**
705-522-7823

Box 38, Lakeshore Dr.
**Temagami P0H 2H0**
705-569-3622

Highway 101, Box 1160
**Wawa P0S 1K0**
705-856-2396

**Year Round Work Centres**

*Kirkwood Office*
P. O. Box 310
**Thessalon P0R 1L0**
705-842-2434
(Blind River District)

*Cold Storage Warehouse*
P. O. Box 1160, Hwy 101
**Wawa P0S 1K0**
705-856-7041

**Fisheries Assessment Unit**

*Nipissing*
P. O. Box 3070
**North Bay P1B 8K7**
705-474-5550
(North Bay District)

*Algoma Fisheries Assessment Unit*
875 Queen St., E
**Sault Ste Marie P6A 5L5**
705-949-1231

**Fish Culture Stations**

*Blue Jay Creek*
Box 1340, 148 Fleming St.
**Espanola P0P 1C0**
705-859-3006

*Sandfield*
Box 10, R. R. 3
**Manitoulin Island P0P 2C0**
705-859-3370
(Espanola District)

*North Bay*
R. R. 1
**Redbridge P0H 2A0**
705-663-2311
(North Bay District)

*Tarentorus*
R. R. 5
**Sault Ste. Marie P6A 6J8**
705-949-1235
(Sault Ste. Marie District)

*Co-Operative Unit-Laurentian University*
935 Ramsey Lake Rd.
**Sudbury P3E 2C6**
705-675-1151 Ext. 2291
(Sudbury District)

**Nurseries**

*Kirkwood Nursery*
Box 310
**Thessalon P0R 1L0**
705-842-2345

NORTHERN REGION

*Regional Office*
Box 3000
140 Fourth Ave.
**Cochrane P0L 1C0**
705-272-4287

*Regional Sub-Office*
60 Wilson Ave.
**Timmins P4N 2S7**
705-267-1401

**District Offices**

P. O. Box 450
190-192 Cherry St.
**Chapleau P0M 1K0**
705-864-1710

Box 730
2 Third Ave.
**Cochrane P0L 1C0**
705-272-4365

P. O. Box 129
**Gogama P0M 1W0**
705-894-2000

Box 670
631 Front St.
**Hearst P0L 1N0**
705-362-4346

6-8-10 Government Rd.
**Kapuskasing P5N 2W4**
705-335-6191

*Resident Geologist*
4 Government Rd. E.
**Kirkland Lake P2N 1A2**
705-567-9242

Box 190
**Moosonee P0L 1Y0**
705-336-2987

Box 129
**Swastika P0K 1T0**
705-642-3222
(Kirkland Lake District)

896 Riverside Dr.
**Timmins P4N 3W2**
705-267-7951

**Year Round Work Centres**

*Elk Lake Sub-Office*
P. O. Box 100
**Elk Lake P0K 1J0**
705-678-2241

*Englehart Sub-Office*
P. O. Box 520
**Englehart P0J 1H0**
705-544-2331

*Hornepayne*
P. O. Box 429
**Hornepayne P0M 1Z0**
807-868-2303
(Hearst District)

*Matheson Sub-Office*
P. O. Box 609
**Matheson P0K 1N0**
705-273-2546
(Kirkland Lake District)

*Regional Service Centre*
R. R. 2
**Timmins P4N 7C3**
705-268-2600

**Fish Culture Station**

*Hills Lake*
R. R. 2
**Englehart P0J 1H0**
705-544-2834
(Kirkland Lake District)

**Nurseries**

*Chapleau Nursery*
190 Cherry St., P. O. Box 450
**Chapleau P0M 1K0**
705-864-1710

*Gogama Nursery*
**Gogama P0M 1W0**
705-894-2000

*Swastika Nursery*
P. O. Box 129
**Swastika P0K 1T0**
705-567-3372

**NORTHWESTERN REGION**

*Regional Office*
810 Robertson St.
Box 5160
**Kenora P9N 3X9**
807-468-2500

**District Offices**

Box 730
**Dryden P8N 2Z4**
807-223-3341

922 Scott St.
**Fort Frances P9A 1J4**
807-274-5337

Box 448
**Ignace P0T 1T0**
807-934-2233

Box 5080
**Kenora P9N 3X9**
807-468-2501

**Year Round Work Centres**

*Fire Management Centre*
P. O. Box 850
**Dryden P8N 2Z5**
807-937-4402

*Pickle Lake Satellite Base*
**Pickle Lake P0V 3A0**
807-928-2470
(Sioux Lookout District)

*Fort Frances Sub-Office*
P. O. Box 7
**Rainy River P0W 1L0**
807-852-3801
(Fort Frances District)

*Sioux Lookout Fire Centre*
Box 309
**Sioux Lookout P0V 2T0**
807-737-1140

**Fisheries Assessment Unit**

*Lake of the Woods*
808 Robertson St.
P. O. Box 5080
**Kenora P9N 3X9**
807-468-2501

**Nursery**

*Wabigoon Nursery*
P. O. Box 90
**Wabigoon P0V 2W0**
807-938-6326

AVIATION AND FIRE MANAGEMENT CENTRE MNR 35
747 Queen St. E., P. O. Box 310
Sault Ste. Marie P6A 5L8
705-942-1800

The Centre coordinates the operation and maintenance of the provincial fleet of **aircraft** for **forest fire** suppression, resources management, aerial **surveys**, aerial **photography**, mercy

flights, search and rescue missions, and transportation. It also has a flight operations office in Malton (P. O. Box 189, Mississauga L4T 3B6, 416-678-1173). Fire management planning is organized by the Centre. In company with the regions, it coordinates provincial fire management operations, **research** and development of forest fire equipment and systems, forest fire fighter training, and a provincial fire prevention program. The Centre also establishes interprovincial and international agreements; cooperates with municipalities, railway and forest industries on forest fire prevention and control; manages a provincial **telecommunications** network consisting of radio systems serving all major Ministry programs, including forest fire control and aircraft communications; and organizes research and development of telecommunications equipment and systems. Each regional office has an aviation and fire management program manager working in conjunction with the Centre.

## ASSISTANT DEPUTY MINISTER-SOUTHERN ONTARIO

FIELD ORGANIZATION MNR 36
Maple L6A 1S9
416-832-7193
(When in Toronto: Rm. 6342, Whitney Block
416-965-7783)

The four southern regional directors report to the Assistant Deputy Minister of Southern Ontario. Each regional office is listed below, followed by the district offices, year round work centres, **fisheries** assessment units and **nurseries** reporting to it. The Petroleum Resources Program, described in a separate entry, is administered by the Southwestern Regional Office. Residents outside an office's local calling area are advised to consult the blue pages of their public telephone directory for the toll-free telephone number.

### ALGONQUIN REGION

*Regional Office*
Box 9000
Brendale Square
**Huntsville P0A 1K0**
705-789-9611

*Leslie M. Frost*
*Natural Resources Centre*
**Dorset P0A 1E0**
705-766-2451

*Construction Depot Huntsville*
Box 9000
**Huntsville P0A 1K0**
705-789-9611

**District Offices**

Box 500
**Bancroft K0L 1C0**
613-332-3940
(Bancroft District)

Box 1138
**Bracebridge P0B 1C0**
705-645-8747
(Bracebridge District)

General Delivery
**Minden K0M 2K0**
705-286-1521
(Minden District)

7 Bay St.
**Parry Sound P2A 1S4**
705-746-4201
(Parry Sound District)

Riverside Dr., Box 220
**Pembroke K8A 6X4**
613-732-3661
(Pembroke District)

Box 219
**Whitney K0J 2M0**
613-637-2780
(Algonquin Park District)

**Year Round Work Centres**

*Portage Lake*
Site 5, Box 4, R. R. 1
**Britt P0G 1A0**
705-383-2303
(Parry Sound District)

*Dacre*
**Dacre K0J 1N0**
613-649-2418
(Pembroke District)

*Palmer Rapids*
**Palmer Rapids K0J 2E0**
613-758-2020
(Pembroke District)

*Parry Sound*
7 Bay St.
**Parry Sound P2A 1S4**
705-746-4201
(Parry Sound District)

*Algonquin Park Museum*
Box 219
**Whitney K0J 2M0**
705-633-5592
(Algonquin Park District)

**Fisheries Assessment Units**

*Haliburton-Hastings*
Box 500
**Bancroft K0L 1C0**
613-332-3940

*Algonquin*
P. O. Box 219
**Whitney K0J 2M0**
613-637-2780
(Algonquin Park District)

**Fish Culture Stations**

*Pembroke*
Laurentian Dr.
**Petawawa K8H 2Z1**
613-687-5935
(Pembroke District)

*Skeleton Lake*
R. R. 1
**Utterson P0B 1M0**
705-769-3731
(Bracebridge District)

**CENTRAL REGION**

*Regional Office*
820 Yonge St. S.
**Aurora L4G 3G8**
416-727-2400

**District Offices**

Box 2186, Beaverdale Rd.
**Cambridge N3C 2W1**
519-658-9355
(Cambridge District)

Hwy 20 W., Box 1070
**Fonthill L0S 1E0**
416-892-2656
(Niagara District)

Ontario Government Bldg.
322 Kent St. W.
**Lindsay K9V 4T7**
705-324-6121
(Lindsay District)

10401 Dufferin St.
**Maple L6A 1S9**
416-832-2761
(Maple District)

**Midhurst L0L 1X0**
705-728-2900
(Huronia District)

**Year Round Work Centres**

*Earl Rowe Provincial Park*
Box 966
**Alliston L0M 1A0**
705-435-4331
(Huronia District)
(Camping & day use
Seasonal Conservation Officer
Headquarters year round)

*Bronte Creek Provincial Park*
1219 Burloak Dr., R. R. 2
**Burlington L7R 3X5**
416-335-0023
(Cambridge District)
(Day use facilities)

*Ganaraska Forest*
R. R. 1
**Campbellcroft L0A 1B0**
416-797-2959
(Lindsay District)

*Copeland Forest Resource Management Unit*
c/o Springwater Provincial Park
**Midhurst L0L 1X0**
705-728-7393
(Huronia District)

*Springwater Provincial Park*
**Midhurst L0L 1X0**
705-728-7393
(Huronia District)
(Day use Facilities)

*Wildlife Compound*
**Midhurst L0L 1X0**
705-728-7393
(Huronia District)

*Tiny/Wye Marsh*
Wildlife Areas, Box 613
**Midland L4R 4L3**
705-322-2200
(Huronia District)

*Bass Lake Provincial Park*
P. O. Box 2178
**Orillia L3V 6S1**
705-326-7054
(Huronia District)
(Camping & day use
Seasonal Conservation Officer
Headquarters year round)

*Northumberland Forest*
R. R. 4
**Roseneath K0K 2X0**
416-349-2779
(Lindsay District)

*York Regional Forest Headquarters*
R. R. 3
**Stouffville L4A 7X4**
416-473-2160
(Maple District)

*Wasaga Beach Provincial Park*
P. O. Box 183
**Wasaga Beach L0L 2P0**
705-429-2516
(Huronia District)
(Day use Facilities)

**Fisheries Assessment Units**

*Kawartha*
322 Kent St. W.
**Lindsay K9V 2Z9**
705-324-6121
(Lindsay District)

*Lake Ontario*
R. R. 4
**Picton K0K 2J0**
613-476-2400

*Lake Simcoe*
Sibbald's Point Provincial Park
R. R. 2
**Sutton West L0E 1R0**
416-722-5512
(Maple District)

**Fish Culture Station**

*Harwood*
Box 79
**Harwood K0K 2N0**
416-342-2860
(Lindsay District)

*Deer Lake*
R. R. 1
**Havelock K0L 1Z0**
705-778-3391
(Lindsay District)

*Ringwood*
R. R. 2
**Stouffville L4A 7X3**
416-640-6204
(Maple District)

**Nurseries**

*Ontario Tree Seed Plant*
P. O. Box 70
**Angus L0M 1B0**
705-424-5311

*Midhurst Nursery*
**Midhurst L0L 1X0**
705-728-2900

*Orono Nursery*
P. O. Box 119
**Orono L0B 1M0**
416-983-9147

**EASTERN REGION**

*Regional Office*
Provincial Government Bldg.
Concession Rd.
**Kemptville K0G 1J0**
613-258-8215

**District Offices**

P. O. Box 605
Oxford Avenue
**Brockville K6V 5V8**
613-342-8524
(Brockville District)

10 Findlay Ave.
**Carleton Place K7C 3Z6**
613-257-5735
(Carleton Place District)

113 Amelia St., Box 1749
**Cornwall K6H 5V7**
613-933-1774
(Cornwall District)

1 Richmond Blvd.
**Napanee K7R 3S3**
613-354-2173
(Napanee District)

23 Spring St.
P. O. Box 70
**Tweed K0K 3J0**
613-478-2330
(Tweed District)

**Year Round Work Centres**

*Larose Forest Headquarters*
P. O. Box 10
**Bourget K0A 1E0**
613-487-2100
(Cornwall District)

*Limerick Forest Headquarters*
R. R. 2
**Oxford Station K0G 1T0**
613-258-3151
(Brockville District)

*Glenora Research Station*
R. R. 4
**Picton K0K 2T0**
613-476-2400
(Napanee District)

*White Lake*
R. R. 2
**Sharbot Lake K0H 2P0**
613-335-2115
(Tweed District)

*Tweed Warehouse and Fire Complex*
Hungerford Rd.
**Tweed K0K 3J0**
613-478-2330
(Tweed District)

**Fish Culture Stations**

R. R. 2
**Codrington K0K 1R0**
613-475-2512
(Napanee District)

**Nurseries**

*G. Howard Ferguson*
R. R. 4
**Kemptville K0G 1J0**
613-238-7326 (Ottawa line)
613-258-8355

**SOUTHWESTERN REGION**

*Regional Office*
659 Exeter Rd., P. O. Box 5463
**London N6A 4L6**
519-661-2800

**District Offices**

353 Talbot St. W., Box 940
**Aylmer N5H 2S8**
519-773-9241
(Alymer District)

1023 Richmond St. W.
**Chatham N7M 5L8**
519-354-7340
(Chatham District)

611-9th Ave. E.
**Owen Sound N4K 3E4**
519-376-3860
(Owen Sound District)

548 Queensway W.
P. O. Box 706
**Simcoe N3Y 4T2**
519-426-7650
(Simcoe District)

R. R. 5
**Wingham N0G 2W0**
519-357-3131
(Wingham District)

**Year Round Work Centres**

*Hullett Wildlife Management Area*
R. R. 4
**Clinton N0M 1L0**
519-482-7011
(Wingham District)

*Kilworth Division Office*
R. R. 3
**London N6A 4B7**
519-472-0820
(Aylmer District)

*Petroleum Resources Laboratory*
659 Exeter Rd., P. O. Box 5463
**London N6A 4L6**
519-661-2812

*Petrolia Detachment Office*
P. O. Box 1379
360 Centre St.
**Petrolia N0N 1R0**
519-882-0502
(Chatham District)

*Lake Erie Assessment*
*Sub Station*
Box 429
**Port Dover N0A 1N0**
519-583-0981
(Simcoe District)

*Fisheries Research Station*
R. R. 2
**Wheatley N0P 2P0**
519-825-4171
(Chatham District)

*Wheatley Law Enforcement*
R. R. 2
**Wheatley N0P 2P0**
519-825-7120

**Fish Culture Stations**

*Chatsworth*
R. R. 2
**Chatsworth N0H 1G0**
519-794-2340
(Owen Sound District)

*Normandale*
R. R. 1
**Vittoria N0E 1W0**
519-426-3142
(Simcoe District)

**Fisheries Assessment Units**

*Lake Huron*
611 Ninth Ave. E.
**Owen Sound N4K 3E4**
519-376-6531
(Owen Sound District)

*Lake St. Clair*
R. R. 2
**Tilbury N0P 2L0**
519-682-1152
(Chatham District)

*Lake Erie*
R. R. 2
**Wheatley NOP 2P0**
519-825-4623
(Chatham District)

**Nurseries**

*St. Williams Nursery*
R. R. 1
**St. Williams N0E 1P0**
519-586-3576

PETROLEUM RESOURCES PROGRAM MNR 37
659 Exeter Rd., Box 5463
London N6A 4L6
519-661-2766

The **Petroleum Resources Act**, which is administered by the Ministry's Southwestern Regional Office, regulates exploration, **drilling** and production of **oil** and **natural gas** on land and offshore in the **Great Lakes**. The office issues **permits** to drill **petroleum wells**, and **licences** to operate drilling rigs, lease oil and gas rights, and conduct exploration **surveys**. A computerized petroleum well data system provides engineering and geological data on petroleum wells and pools. **Maps** showing petroleum well locations and status are also available. The office investigates inquiries regarding unsafe or uncontrolled flowing wells and brine spills. Historical records of geophysical logs and samples of petroleum wells previously drilled in Ontario are available to the public from the Petroleum Resources Section, 659 Exeter Rd., London (519-661-2796). Inquiries regarding specific wells may be directed to Petroleum Resources Inspectors at the Simcoe and Chatham district offices, listed under the Ministry's Field Organization, Southern Ontario entry.

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Natural Resources are listed below. Contact the Financial Resources Branch for unlisted agencies. Conservation Authorities are listed under the Conservation Authorities and Water Management Branch entry.

ALGONQUIN FORESTRY AUTHORITY MNR 38
222 Main St. W.
P. O. Box 1198
Huntsville P0A 1K0
705-789-9647

The Algonquin Forestry Authority is a Crown corporation responsible for maintaining an integrated resource management approach within Algonquin Provincial Park. The Authority has been assigned the task of ensuring the viability of the local **forest** industry by managing and upgrading the quality of the forest and effectively utilizing its range of products. Maintaining a forest cover which satisfies the requirements of regeneration, aesthetics and preservation of diverse vegetation types is also the Authority's responsibility. It preserves and protects the recreational values, fish and wildlife habitat, soil and water resources within the park.

The Authority has an office in Pembroke, listed below.

*Algonquin Forestry Authority*
Area Supervisor
84-6 Isabella St., Box 786
**Pembroke K8A 5S5**
613-735-0173

MINING AND LANDS COMMISSIONER MNR 39
Box 330, 24th Flr.
700 Bay St.
Toronto M5G 1Z6
416-965-1824

The Mining and Lands Commissioner exercises administrative and judicial duties under the **Mining Act**, the **Conservation Land Act**, 1988 and the **Aggregate Resources Act**, 1989 and duties of the Minister of Natural Resources assigned by regulation. Examples of such jurisdiction are extension orders, granting of relief from forfeiture, disputes, hearing of appeals, **easements** and vesting orders. Application forms and supporting abstracts for applications for extension orders and **licence** renewals may be obtained from one of the nine mining recorders, listed under the Ministry of Northern Development and Mines. Other applications should be made through the Mining and Lands Commissioner, at the above address. Notices of appeal under the Mining Act must be filed with the mining recorders. Where practicable, hearings are arranged in local court houses.

## ACTS

ACTS MNR 40

The Ministry of Natural Resources is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal

services or communications branch.

Aggregate Resources Act, 1989
Algonquin Forestry Authority Act
Algonquin Provincial Park Extension Act, 1960-61
An Act to Confirm the Title of the Government of Canada to Certain Lands and Indian Lands, 1915
An Act for the Settlement of Certain Questions Between the Governments of Canada and Ontario Respecting Indian Reserve Lands, 1891
Arboreal Emblem Act, 1984
Beach Protection Act
Beds of Navigable Waters Act
Boating Restriction Regulations
Canada Company's Lands Act, 1922
Conservation Authorities Act
Conservation Land Act, 1988
Crown Timber Act
Endangered Species Act
Fish Inspection Act
Fisheries Act (Canada-Ontario Fishery Regulations)
Fisheries Industrial Development Act
Fisheries Loans Act
Forest Fires Prevention Act
Forest Tree Pest Control Act
Forestry Act
Freshwater Fish Marketing Act (Ontario)
Game and Fish Act
Gananoque Lands Act, 1961-62
Gas and Oil Leases Act
Indian Lands Act 1924
Industrial and Mining Lands Compensation Act
Lac Seul Conservation Act, 1928
Lake of the Woods Control Board Act, 1922
Lakes and Rivers Improvement Act
Manitoba-Ontario Lake St. Joseph Diversion Agreement Authorization Act, 1958
Migratory Birds Convention Act (Canada)-Ontario Regulations
Mineral Emblem Act
Ministry of Natural Resources Act
National Radio Observatory Act, 1962-63
North Georgian Bay Recreational Reserve Act, 1962-63
Ontario Geographic Names Board Act
Ontario Harbours Agreement Act, 1962-63
Ottawa River Water Powers Act, 1943
Petroleum Resources Act
Provincial Parks Act
Public Lands Act
Seine River Diversion Act, 1952
Settlers' Pulpwood Protection Act
Spruce Pulpwood Exportation Act

Steep Rock Iron Ore Development Act, 1949
Surveyors Act
Surveys Act
Trees Act
Wild Rice Harvesting Act
Wilderness Areas Act
Wolf Damage to Livestock Compensation Act
Woodlands Improvement Act
Woodmen's Employment Act
Woodmen's Lien for Wages Act

# MINISTRY OF NORTHERN DEVELOPMENT AND MINES

**159 Cedar St.**
**Sudbury P3E 6A5**

The Ministry of Northern Development and Mines was established in November, 1985 from the former Ministry of Northern Affairs and the Division of Mines and Minerals (except aggregates), which was transferred from the Ministry of Natural Resources.

The Ministry's primary mandate is two-fold: to meet the special needs of Northern Ontario by encouraging its economic and social development and coordinating other ministries' northern policies and programs; and to promote and regulate the development and use of the province's mineral resources.

The Ministry consists of three divisions: the Corporate Services Division, the Northern Development and Transportation Division and the Mines and Minerals Division.

A network of Northern Development Offices, located in some 30 communities throughout Northern Ontario, provides information and assistance to individuals dealing with provincial government ministries, and works with local people, communities, and other government agencies to identify, develop and initiate a wide variety of local social and economic development projects.

Three regional offices of the Mines and Minerals Division administer a network of 15 Resident Geologist offices, seven Drill Core Libraries, nine Mining Recorder offices and the Temiskaming Testing Laboratory.

Two Agencies report to the Ministry of Northern Development and Mines: the Northern Ontario Heritage Fund Corporation is a $360 million government initiative with a mandate to assist small businesses, single-industry communities, new technology and special projects; the Ontario Northland Transportation Commission is a development agency which operates rail, bus, air and marine service in Northern Ontario.

## CORPORATE SERVICES DIVISION

MINISTRY RELOCATION PROJECT NDM 1
10 Wellesley St. E., 9th Flr.
Toronto M4Y 1G2
416-965-1417

On July 30, 1986, the Premier announced the relocation of the Ministry of Northern Development and Mines to Sudbury; subsequently the Ministry Relocation Project was established.

It is responsible for planning and implementing all aspects of the project, including design and construction of new facilities, staff information and **counselling**, and the physical transfer of staff and offices.

LEGAL SERVICES NDM 2
10 Wellesley St. E., 9th Flr.
Toronto M4Y 1G2
416-965-1417

This office provides legal services to the Ministry of Northern Development and Mines, and is responsible to the Ministry of the Attorney General.

CORPORATE PLANNING SECRETARIAT NDM 3
159 Cedar St., 7th Flr.
Sudbury P3E 6A5
705-670-7042

The Secretariat provides corporate policy advice to the Minister of Northern Development, the Minister of Mines, and the Deputy Minister of Northern Development and Mines. Responsibilities include coordinating the Ministry's policy development and corporate planning processes; designing and managing the strategic, program and operational planning processes; and maintaining liaison between the Ministry, central agencies and other levels of government.

HUMAN RESOURCES BRANCH NDM 4
159 Cedar St., 5th Flr.
Sudbury P3E 6A5
705-670-7197

The Human Resources Branch performs **personnel** functions for the Ministry in the areas of staff relations, classification, pay administration, **employee** benefits, staffing, occupational health and **safety**, employee counselling, **employment equity**, youth employment, training and development, planning and policy.

COMMUNICATIONS SERVICES BRANCH NDM 5
159 Cedar St., 6th Flr.
Sudbury P3E 6A5
705-670-7107

The Communications Services Branch informs the public, client groups and the news media about the Ministry's activities; establishes communications policy for the Ministry; advises other branches on communications issues; and provides support to the Minister of Northern Development, the Minister of Mines and the Deputy Minister. Activities include: media liaison, answering public inquiries, advertising, and producing and distributing publications, news releases and audio-visual materials. The branch is also responsible for such undertakings as **Ontario North Now** at Ontario Place, and Ministry participation in the Sportsmen and Ski shows held in Toronto each year. Information officers are also located in Thunder Bay.

FINANCIAL SERVICES BRANCH NDM 6
159 Cedar St., 5th Flr.
Sudbury P3E 6A5
705-670-7180

The branch provides financial management services to the Ministry by developing expenditure plans and preparing annual estimates for programs and administrative budgets. Activities include maintaining in-year financial control by monitoring project approvals and expenditures against approved budgets of various programs and activities; approving and initiating payment requisitions; and coordinating the provision of financial and general accounting services within the Ministry.

AUDIT SERVICES NDM 7
159 Cedar St., 4th Flr.
Sudbury P3E 6A5
705-670-7297

Audit Services performs internal audit functions, such as reviewing and appraising the Ministry's financial and management control systems, and ascertaining compliance with Ministry and government policies and procedures.

INFORMATION TECHNOLOGY AND OFFICE SERVICES BRANCH NDM 8

Information Technology Section
159 Cedar St., 6th Flr.
Sudbury P3E 6A5
705-670-7095

Administrative Services Section
159 Cedar St., 3rd Flr.
Sudbury P3E 6A5
705-670-7340

Toronto Support Unit
10 Wellesley St. E.
Toronto M4Y 1G2
416-965-1417

The Administrative Services Section of the branch is responsible for corpoate leadership and training in the areas of **records management**, general services, purchasing services, facilities management and various office services.

The Information Technology Section directs and controls the implementation of information **technology** throughout the Ministry to ensure effective utilization.

The Toronto Support Unit provides administrative services to the Minister's and Deputy Minister's offices in Toronto.

FRENCH LANGUAGE SERVICES NDM 9
159 Cedar St., 7th Flr.
Sudbury P3E 6A5
705-670-7020

This office coordinates implementation of the government's French Language Services Act, with the Ministry and its agencies.

It serves as a link between the francophone community and the Ministry. The office of the coordinator also advises the Ministry on ways to meet the needs of the francophone community.

**NORTHERN DEVELOPMENT AND TRANSPORTATION DIVISION**

NORTHERN DEVELOPMENT OFFICES NDM 10

The Northern Development Offices are a network of 28 "storefront" offices, each staffed by an officer and clerical assistant, located in communities throughout Northern Ontario. The Northern Development Officers, who make regular visits to approximately 40 satellite

communities, act as contact points for government and attempt to solve problems for people removed from service points. In many cases, an Officer's task is to function as a coordinator; in others, it is to point the client to the appropriate government contact. Responsibilities include serving as an official agent for other ministries' programs and as the central reference point for federal, provincial and municipal departments, ministries, or agencies.

The Northern Development Offices are linked by remote copiers (fax) machines to speed the flow of information. They remain in contact with Toronto based agencies to ensure that they are current with all government initiatives.

Northern Development Officers assist unincorporated communities (communities with no municipal government under the Municipal Act), which are unique to Northern Ontario, in establishing **Local Services Boards**. These Boards are legally constituted bodies of members elected to act on behalf of the residents to ensure provision of basic services such as water supply, **fire** protection, sewage disposal, street lighting, garbage collection and recreational programs. Establishment of a Local Services Board is optional, as are the services it may choose to offer. Communities which raise half the budgeted cost are eligible for operational **subsidies** from the Ministry.

The Northern Development Officers administer both the **Unincorporated Communities Capital Assistance Program (UCCAP)** and the **Supplementary Northern Assistance Program (SNAP)**. UCCAP assists to establish basic services in unincorporated communities while SNAP is designed to improve the quality of life in Northern Ontario by increasing awareness of health, social, art and culture services.

Northern Development Officers are frequently requested to collect data to facilitate the planning process of the Ministry.

The nearest Northern Development Officer can be reached at the offices listed below and from outlying communities through Northern Ontario by dialing the operator and asking for Zenith 33160.

**NORTHERN DEVELOPMENT OFFICERS**
**NORTHEASTERN ONTARIO**

**Highway 17 Corridor**

Blind River Shopping Centre
13 Lawton St., Hwy. 17
Box 760
**Blind River P0R 1B0**
705-356-2226

31 Birch St. E.
**Chapleau P0M 1K0**
705-864-1515

126 Ontario Ave.
**Elliot Lake P5A 1Y2**
705-848-7133

Espanola Mall
Highway 6 South
P. O. Box 636
**Espanola P0P 1C0**
705-869-1532

King & Young Sts.
P. O. Box 128
**Mindemoya P0P 1S0**
705-377-5396

Main St.
P. O. Box 307
**Moosonee P0L 1Y0**
705-336-2991
(Cree language spoken)

70 Church St.
**Parry Sound P2A 1Y9**
705-746-4296

191 Main St.
P. O. Box 1930
**Sturgeon Falls P0H 2G0**
705-753-2900

**Highway 11 Corridor**

161 Sixth Ave.
P. O. Box 668
**Cochrane P0L 1C0**
705-272-4274

904 George St.
P. O. Box 1688
**Hearst P0L 1N0**
705-362-4358

260 Main St.
P. O. Box 460
**Iroquois Falls "A" P0K 1G0**
705-232-4001

Model City Mall
**Kapuskasing P5N 2E9**
705-335-6008

32 Prospect Ave.
P. O. Box 100
**Kirkland Lake P2N 3M6**
705-567-3291

310 Whitewood Ave.
P. O. Box 68
**New Liskeard P0J 1P0**
705-647-7391

267 Main St. W.
**North Bay P1B 2T8**
705-472-3911

27 Gold St.
**Wawa P0S 1K0**
705-856-2354

**NORTHWESTERN ONTARIO**

123 Marks St.
P. O. Box 940
**Atikokan P0T 1C0**
807-597-2701

34A King St.
**Dryden P8N 1B3**
807-223-5231

529 Mowat Ave.
**Fort Frances P9A 1Z1**
807-274-5329

305 Main St.
P. O. Box 69
**Geraldton P0T 1M0**
807-854-0266

100 Main St.
P. O. Box 196
**Ignace P0T 1T0**
807-934-2260

12 Main St. S.
P. O. Box 5050
**Kenora P9N 3X9**
807-468-2803

Peninsula Bldg.
P. O. Box 280
**Marathon P0T 2E0**
807-229-1153

66 Front St.
**Nipigon P0T 2J0**
807-887-3230
(Tues/Wed/Thurs only)

408 Atwood Ave.
P. O. Box 430
**Rainy River P0W 1L0**
807-852-3287

242 Howey St.
P. O. Box 950
**Red Lake P0V 2M0**
807-727-2870

42 King St.
P. O. Box 147
**Sioux Lookout P0V 2T0**
807-737-1318

428 E. Victoria Ave.
**Thunder Bay P7C 1A5**
807-475-1425

## REGIONAL AND COMMUNITY DEVELOPMENT NDM 11

Regional and Community Development offices are located in Sault Ste. Marie, Sudbury, Thunder Bay, Timmins and Kenora (addresses listed below). These offices work with northern communities and other ministries in planning development strategies to improve conditions and respond to local and regional needs throughout **Northern Ontario**. The Northeast region operates a regional office in Sault Ste Marie and area offices in Timmins for the Highway 11 corridor and Sudbury for the Highway 17 corridor. Operationally, there are three main areas of interest: Northern **economic** development, Northern **transportation** development and Northern **community** services development.

Regional economic development is stimulated through research, strengthening of industrial activity, promotion of tourism and expansion of agriculture. Funds are also made available to encourage resource development. Scientific studies, experimental hydro-electric and solar heating projects, and alternative or novel energy recovery programs are undertaken.

Community activities include **financial assistance** for construction of water mains and sewage systems, and enhancement of tourism infrastructure. Special assistance is provided for communities undergoing severe economic dislocation or unusually rapid growth. Through the Regional and Community Development offices, the Ministry also implements the **Northern Community Economic Development Program**, offering financial assistance for studies and seminars, publication of promotional materials, and professional staff support for the investigation of new local economic development opportunities. The program provides financial assistance to mid-sized municipalities for the establishment and operation of **Municipal Economic Development Agencies (MEDA)**.

The **Northern Roads Program** establishes priorities and provides capital funding to the Ministry of Transportation for ongoing rehabilitation and selective expansion and improvement of the 9,800 km Northern Highway system. Construction of new roads to facilitate economic development is funded through the **Northern Priority Roads Program**. The **Northern Ontario Resources Transportation Committee** (NORTC) assists the private sector in providing access for resource-based enterprises, and develops Ontario's winter road and trail program to access remote Northern Indian settlements. Capital funding is provided to the Ministry of Natural Resources through the **Resource Access Roads Program** to construct forest access roads. The **Municipal Roads Program** provides funding to municipalities for the construction of local roads. The **Remote Airport Program** sets priorities and offers full funding to the Ministry of Transportation for capital **construction** of airports in communities north of the 51 degree latitude. The **Community Airport Program** furnishes capital funding to assist Northern communities with the development of municipal airports. Northern rail, ferry and air services are provided by the Ministry of Northern Development and Mines through its agent, the Ontario Northland Transportation Commission.

The Ministry contributes funds for a broad range of social and **health** services, such as capital assistance for medical and dental clinics, and **bursaries** for medical and **dental** students, **physiotherapists** and **speech pathologists.** The Regional Offices also participate in the delivery of the **Extended Care Capital Assistance Program (EldCap)**.

**Northern Development Councils** provide advice to the Government of Ontario through the Ministry of Northern Development and Mines, the Cabinet Committee on Northern Development, and other ministers and ministries, where appropriate, on economic issues of regional concern to Northern Ontario.

The Ministry of Northern Development and Mines takes a keen interest in improving the quality of life and, therefore, promotes the arts and undertakes cultural initiatives as opportunities arise.

The Ministry introduced a **Supplementary Northern Assistance Program** to facilitate the delivery of arts, cultural, health and social activities by non-profit/volunteer groups in Northern Ontario.

*Northeastern Regional Office*
421 Bay St., Ste. 301
**Sault Ste. Marie P6A 1X3**
705-942-0100

*Northeastern Regional Office*
Sudbury Area Office
Highway 17 Corridor
159 Cedar St., 2nd Flr.
**Sudbury P3E 6A5**
705-670-7312

*Northeastern Regional*
Timmins Area Office
Highway 11 Corridor
54 Wilson Ave.,
**Timmins, P4N 2S5**
705-267-1401

*Northwestern Regional Office*
435 James St. S.
P. O. Box 5000
**Thunder Bay P7E 6E3**
807-475-1585

*Northwestern Region*
Kenora Area Office
12 Main St. S.
**Kenora P9N 3X9**
807-468-2800

POLICY AND PROGRAM DEVELOPMENT BRANCH NDM 12
159 Cedar St., 5th Flr.
Sudbury P3E 6A5
705-670-7151

The branch provides a policy and program development, evaluation and advisory service to the Northern Development and Transportation Division. Other activities include: managing the division's planning processes; developing and maintaining its information system; and providing in-depth analysis and advice on regional and community economic and social development opportunities, issues and concerns.

**MINES AND MINERALS DIVISION**

MINERAL DEVELOPMENT AND LANDS BRANCH NDM 13
159 Cedar St., 4th Flr.
Sudbury P3E 6A5
705-670-7250

This branch develops policy, standards, guidelines, and legislation to maintain an optimum level of **mineral** production in Ontario. Market analysis, transportation studies, processing and exploration developments, and national and international trade considerations are part of the broad spectrum of research carried out on **metallic**, non-metallic, industrial and mineable fuel minerals. The **statistics** group conducts an annual census of all mineral operations in Ontario, including development, mining, milling and smelting for economic analysis and for use by the public.

MINING LANDS SECTION NDM 14
159 Cedar St., 4th Flr.
Sudbury P3E 6A5
705-670-7264

The Mining Lands Section is responsible for coordinating the Provincial Mining Lands Program, and developing policy and legislation regarding **mineral** rights on **Crown lands**. Through the **Mining Act**, this section ensures that mineral rights are acquired and maintained in an orderly and equitable manner, so that the economic and social benefits of mineral production may continue to accrue to Ontario residents. Initial mineral rights are acquired through **claim staking** or the granting of special **Exploratory Licences of Occupation**. Once specified amounts of exploration or development work have been completed, **leases** are granted; following substantial production, applications for **patents** may be submitted.

Nine Mining Divisions, each administered by a Mining Recorder, coordinate field delivery of the program. The Mining Recorder maintains a register of recorded **mining** claims, assessment work, and information related to mineral rights, and provides a hearings process for disputes regarding mining claims. The Toronto office assesses technical submissions for credit toward maintaining claims in good standing.

The Mining Recorders are located at the Mining Division offices listed under the Field Organization entry.

MINING AND LANDS COMMISSIONER NDM 15
Box 330
700 Bay St., 24th Flr.
Toronto M5G 1Z6
416-965-1824

The Commissioner, appointed by the Lieutenant Governor in Council, is a judicial and administrative officer of the Ministry of Natural Resources who presides over a tribunal with jurisdiction similar to that of a trial court. Hearings of appeal are held under the authority of the **Mining Act**, the Conservation Authorities Act, the Lakes and Rivers Improvement Act, the Beach Protection Act, and the Mining Tax Act. Mining-related hearings frequently result from appeals pursuant to mining claim dispute judgements rendered by the Mining Recorders. Other judgements include granting extensions of time for assessment work, granting relief from forfeiture of claims, revoking prospectors' licences, and awarding compensation for surface rights damage. Hearings are held in local courthouses, whenever possible. Further information about appeals and other applications may be obtained from the Mining Recorder Offices, listed under the Field Organization entry, or through the Commissioner's office at the above address.

ONTARIO GEOLOGICAL SURVEY NDM 16
77 Grenville St., 11th Flr.
Toronto M7A 1W4
416-965-0190
Fax 416-963-3278

The Ontario Geological Survey provides Geoscience information on provincial **geology** and **mineral** resources to encourage exploration, provide a basis for **land-use planning**, and aid development of mineral resource policies. Activities include: geological, geophysical, and geochemical **surveys**; mineral deposit studies; geochronology studies; development of new exploration techniques; and presentation of classes and lectures on minerals and **rocks**. The Geoscience Laboratories (965-1337) provide identification, chemical analyses, and assays of

mineral, rock and ore samples. The branch administers the Ontario **Geoscience Research Grants Program** (965-1546) to aid applied geoscience **research** at Ontario universities.

Geoscience Information Services provides research facilities for Ministry staff, the **mining** industry, and the general public. The **library** (965-1352) contains publications on geology mining and mineral resources. Its holdings include: reports of the Ontario Geological Survey from 1891, the Geological Survey of Canada from 1845, other provincial geological surveys, the U.S. Geological Survey and some U.S. States; reports and maps for Precambrian regions of the world; selected texts on geochemistry, geophysics, engineering geology, mineral economics and related topics. Special indexes, bibliographies and abstracts enable users to access the collection. The library subscribes to over 400 journals and newspapers, and a large collection of geological and aeromagnetic **maps** covering Ontario. Photocopies are provided at a nominal charge. The Assessment Files Office maintains files and computer-based geoscience, mineral deposit and rock chemical databases. The Geoscience Information Office (965-0190) answers general queries from the public, supplies brochures and pamphlets on the geology and mineral resources of Ontario, and maintains the mailing list of OGS **publications**.

## FIELD ORGANIZATION NDM 17

Three Regional Offices ensure that mines and minerals services are readily available throughout the province. A network of field offices includes Mining Recorders, Resident Geologists, Drill Core Libraries, Mining Development Coordinators and Regional Minerals Specialists.

Field offices provide local consultative services relating to mineral resources to government, industry and the public. Resident Geologist Offices maintain a library and offer information on the geology and mineral deposits of their district. Mining Recorders administer the regulations of the Mining Act and serve those seeking information about the status of mineral lands. There are 16 geological field offices and nine mining recorder offices that report to the Ministry of Northern Development and Mines.

*Northwestern Regional Office*
12 Main St. S.
P. O. Box 5050
**Kenora P9N 3X9**
807-468-2800

808 Robertson St.
Box 5200
**Kenora P9N 3X9**
807-468-2815 Mining Recorder
807-468-2813
(Resident Geologist, Drill Core Library)

Ontario Government Bldg.
Box 324
**Red Lake P0V 2M0**
807-727-3284 Mining Recorder
807-727-3272 Resident Geologist

Court House Bldg.
Box 3000
**Sioux Lookout P0V 2T0**
807-737-2034 Mining Recorder
807-737-2037 Resident Geologist

435 James St. S.
Box 5000
**Thunder Bay P7C 5G6**
807-475-1311 Mining Recorder
807-475-1331
(Resident Geologist, Drill Core Library)

*Northeastern Regional Office*
60 Wilson Ave.
**Timmins P4N 2S7**
705-267-1401
(Regional Director, Mining Recorder, Resident Geologist)

896 Riverside Dr.
**Timmins P4N 3W2**
705-267-1401 Drill Core Library

Box 230
Presley St.
**Cobalt P0J 1C0**
705-679-8558 Resident Geologist
705-679-8313
(Temiskaming Testing Laboratory)

4 Government Rd. E.
**Kirkland Lake P2N 1A2**
705-567-9242 Mining Recorder
705-567-5242 Resident Geologist

Junction Hwy 66 & 112
705-642-3222 Drill Core Library

875 Queen St. E.
Box 130
**Sault Ste. Marie P6A 5L5**
705-949-1231
(Mining Recorder, Resident Geologist)

Church St.
**Sault Ste. Marie P6A 3H3**
705-949-1231 Drill Core Library

159 Cedar St., 2nd Flr.
**Sudbury P3E 6A5**
2705-670-7327
(Mining Recorder, Resident Geologist)

Helen Mine Road
Box 530
**Wawa P0S 1K0**
705-856-4883 Resident Geologist

*Southern Regional Office*
10 Wellesley St. E., 1st Flr.
**Toronto M4Y 1G2**
416-965-3611
416-965-1322 Mining Recorder
Fax 416-963-0257

Box 3000, Hwy. 28
**Bancroft K0L 1C0**
613-332-4875
Fax 613-332-1800
(Drill Core Library, Regional Minerals Specialist)

Box 190
**Dorset P0A 1E0**
705-766-2494 Resident Geologist
Fax 705-766-9976

Box 5463
659 Exeter Road
**London N6A 4L6**
519-661-2774 Resident Geologist
Fax 519-661-2819

Old Troy Rd.
Bag Service 43
**Tweed K0K 3J0**
613-478-3161
Fax 613-478-2873
(Resident Geologist, Drill Core Library)

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). The two agencies of the Ministry of Northern Development and Mines are listed below.

ONTARIO NORTHLAND TRANSPORTATION COMMISSION NDM 18
555 Oak St. E.
North Bay P1B 8L3
705-472-4500

The Ministry of Northern Development and Mines provides **rail, bus, ferry, air** and **telecommunications** services to **Northern Ontario** through the Ontario Northland Transportation Commission (**ONTC**).

Land **transportation** services consist of rail, bus and highway transport. Rail passenger services include the **Polar Bear Express** between Cochrane and Moosonee, the **Northlander** between North Bay and Cochrane with connector bus service to Timmins and Hearst, and a mixed passenger-freight train between Cochrane and Moosonee. Bus services are regularly scheduled between North Bay, Hearst, Sudbury, Timmins and other locations throughout Northeastern Ontario. Bus charter and tour services can also be arranged.

Rail **freight** services are provided between North Bay and other points in Northeastern Ontario. Highway freight and express services are the responsibility of the Ontario Northland Transportation Commission, with eight terminals located at North Bay, New Liskeard, Kirkland Lake, Iroquois Falls, Timmins, Cochrane, Kapuskasing and Hearst.

The Commission operates the provincially owned airline, **norOntair**, which serves 22 communities and acts as a feeder for Air Canada and Canadian Airlines International and their connector carriers in northeast and northwest Ontario. Air Canada provides reservation services for norOntair.

A passenger, car and truck ferry, the **M.S. Chi-Cheemaun**, is operated by the Owen Sound Transportation Company, a subsidiary of the ONTC, between Tobermory on the Bruce Peninsula and South Baymouth on Manitoulin Island from May through October. A second ferry the **M.S. Nindawayma** was added in 1989 to complement the service. The Marine Services Department of the ONTC operates the Chief Commanda, a cruise **boat**, on Lake Nipissing from spring until fall, and manages a freight and passenger service between Moosonee and Moose Factory Island during the same period.

The ONTC provides the following telecommunications services in Northeastern Ontario including long-distance telephone service, private line voice and data, Datapac, teletype, radio and television transmission, mobile radio, data communication equipment sales and lease and local exchange telephone service.

A further activity of the Commission is the operation of a goose **hunting** camp for six weeks each fall, east of Moosonee on the Harricanaw River.

*Toronto Passenger Sales Office*
Union Station
65 Front St. W.
**Toronto M5J 1E6**
416-965-4268

*Toronto Freight Marketing Office*
Union Station
65 Front St. W.
**Toronto M5J 1E6**
416-965-6388

*Star Transfer Limited*
720 Pine St. S.
P. O. Box 740
**Timmins P4N 7G6**
705-264-2221

*Owen Sound Transportation Company*
1155 1st Ave., W.
**Owen Sound N4K 5P5**
Toll-free 1-800-265-3163

*ONTC Telecommunications*
555 Oak St. E.
**North Bay P1B 8L3**
705-472-4500 Ext. 331

*ONTC*
555 Oak St. E.
**North Bay P1B 8E3**
705-472-4500
(Rail Passenger Services,
Bus Services, Marine Services,
norOntair, Freight Marketing,
ONTC Express, Rail Freight,
Star Transfer)

NORTHERN ONTARIO HERITAGE FUND CORPORATION — NDM 19
444 Queen St. E.
Sault Ste. Marie P6A 1Z7
705-942-8004
Fax 942-7070

The Northern Ontario Heritage Fund Corporation (**NOHFC**) has a mandate to: provide assistance to single industry communities experiencing or about to experience economic disruptions; assist with the development of new technology with emphasis on the resource sector; help small businesses to get started, expand or modernize their operations (**NORFUND**); support special projects that promote long-term growth and diversification of Northern Ontario.

The NOHFC under their Single Industry program in conjunction with Temiskaming Development Fund Corporation (TDFC) offers a program for the Temiskaming region called TEMFUND.

Assistance is available in the form of loan guarantees, loans and **grants** or combination thereof.

Contact the Corporation's head office, the Sudbury office or any Ministry of Northern Development and Mines office in the appropriate area.

## ACTS

ACTS — NDM 20

The Ministry of Northern Development and Mines is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications services branch.

Local Services Boards Act
Mining Act
Ministry of Northern Affairs Act
Northern Ontario Heritage Fund Act, 1988
Ontario Mineral Exploration Program Act
Ontario Northland Transportation Commission Act
Township of Marathon Land Act, 1984

# MINISTRY OF REVENUE

**33 King St. W.**
**Oshawa L1H 8H5**

The Department of Revenue was created in 1968, when the Revenue Division, the Province of Ontario Savings Office and the Deputy Provincial Treasurer, Revenue Office, were transferred from the Department of Treasury and Economics. In 1972, with the addition of the Assessment Division of the former Department of Municipal Affairs, the Department of Revenue was renamed the Ministry of Revenue.

The Ministry administers the major taxing statutes of Ontario, such as the Corporations Tax Act, the Gasoline Tax Act, the Tobacco Tax Act, the Retail Sales Tax Act, the Land Transfer Tax Act and the Employer Health Tax Act. Responsibilities include conducting property assessments to provide the tax base for Ontario municipalities; directing the Ontario Tax Credit Program, the Guaranteed Annual Income System (GAINS), Ontario Property and Sales Tax Grants for Senior Citizens and the Small Business Development Corporations Program; and operating the Province of Ontario Savings Office. The Ministry also administers the Employee Share Ownership Plan and the Ontario Home Ownership Savings Plan.

## DEPUTY MINISTER'S OFFICE

AUDIT SERVICES BRANCH REVENUE 1
33 King St. W., 3rd Flr.
Oshawa L1H 8H5
416-433-6484

This branch develops and directs comprehensive internal audit programs which independently and systematically review and evaluate financial, administrative and management systems.

LEGAL SERVICES BRANCH REVENUE 2
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-5657

Hearst Block, 4th Flr.
900 Bay St.
Queen's Park, Toronto M7A 1X7
416-965-1264

Legal services provided to the Ministry include the provision of legal opinions, the interpretation of statutes and regulations and the preparation and review of proposed legislation, regulations and other legal documents. The branch also handles tax appeals and collection actions, and prosecutes tax offenders. It is responsible to the Ministry of the Attorney General.

## ASSISTANT DEPUTY MINISTER-TAX REVENUE AND GRANTS PROGRAM

TAX REVENUE AND GRANTS PROGRAM REVENUE 3
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-5614

This program administers tax collection under the Corporations Tax Act, Employer Health Tax Act, Gasoline Tax Act, Land Transfer Tax Act, Motor Vehicle Fuel Tax Act, Provincial Land Tax Act, Race Tracks Tax Act, Retail Sales Tax Act, Small Business Development Corporations Act, Tobacco Tax Act and the Mining Tax Act.

The program also administers the Ontario Tax Credit System, Ontario Guaranteed Annual Income System, Ontario Pensioners Property Tax Assistance Act, Employee Share Ownership Plan Act, and the Ontario Home Ownership Savings Plan Act.

EMPLOYER HEALTH TAX BRANCH REVENUE 4
33 King St. W., 2nd Flr.
Oshawa L1H 8H5
416-436-4525
Fax 416-436-4422

This branch administers the Employer Health Tax (EHT) which replaced the Ontario Health Insurance Plan (OHIP) premium payments as a method of contributing towards the financing of **health** care in Ontario. Employers with a permanent establishment in Ontario are required to pay the **tax** based on renumeration paid to their employees.

All inquiries about Employer Health Tax should be directed to one of the regional offices listed below. Regional offices will also be established in Windsor, Brantford, Thunder Bay, Ottawa and Greater Toronto Area West by the end of 1990.

*Toronto East Regional Office*
33 King St. W., 1st Flr.
**Oshawa L1H 8H5**
416-436-4561
Fax 416-436-4474
If long distance dial
1-800-265-9005 (English)
1-800-265-1193 (French)
1-800-263-7776 (TDD)

CORPORATIONS TAX BRANCH REVENUE 5
33 King St. W., 4th Flr.
P. O. Box 622
Oshawa L1H 8H5
416-433-6500

This branch administers the **Corporations Tax Act** which deals with **corporations** income tax (based on taxable income) and capital tax (based on taxable paid-up capital), and consents to revive or surrender charters or to dissolve a corporation voluntarily. The special tax on **insurance** companies based on **taxable** insurance premiums is also a branch responsibility.

In addition, the Corporations Tax Branch administers the **Mining Tax Act**. Mining taxes are based on profits generated from producing **mines** in Ontario in accordance with the Act.

MOTOR FUELS AND TOBACCO TAX BRANCH REVENUE 6
33 King St. W., 3rd Flr.
P. O. Box 625
Oshawa L1H 8H9
416-433-6393

This branch, which administers the **Gasoline Tax Act (gasoline, propane, aviation fuel)**, the **Fuel Tax Act (diesel fuel)** and the **Tobacco Tax Act (cigarettes**, tobacco, cigars), collects **tax** on the sale of **fuels** and tobacco. Collectors (usually wholesalers or distributors) are appointed or registered, and tax refunds are provided, when applicable.

The branch also administers the **Small Business Development Corporations Act**, the **Employee Share Ownership Plan Act**, 1988, the **Land Transfer Tax Act** and the **Provincial Land Tax Act**. The **Small Business Development Corporations (SBDC) Program** encourages private sector **investment** in small **businesses** in Ontario, and the provision of business and managerial expertise. Individual investors who buy new equity shares in SBDC receive a **grant** of 30% of their investment and **corporations** receive a 30% credit against their Ontario corporations income tax, if the investment is in a small business in northern or eastern Ontario. Otherwise, the grant or tax credit is 25% of the investment.

The **Employee Share Ownership Plan** (ESOP) program provides incentives to employees of small and medium sized companies to purchase newly issued shares of their employer corporation; eligible employees who purchase shares under a registered ESOP can receive a grant of 15% of the purchase price to a maximum annual grant of $300; grants for eligible set-up costs are also available to corporations and employee groups; corporations can receive a grant of one-third of eligible set-up costs to a maximum of $10,000; employee groups can qualify for a grant of one-half of eligible costs to a maximum of $5,000. For more information on the ESOP program, call collect 416-430-ESOP.

Land Transfer Tax, which is a tax on individuals or corporations registering **land** or an interest in land in Ontario, consists of one- half of 1 per cent on the first $55,000, 1 per cent on the next 195,000 and 1.5% on the rest. Additional tax of one-half of 1% applies on residential property over $400,000. Non-residents of Canada pay 20% tax on restricted land (farm land, recreational land, etc.). Land Transfer Tax must be paid to the Land Registrar before registering a conveyance. Provincial Land Tax is a tax collected from landowners in **unorganized territories**. For property assessments for this tax, contact the closest regional assessment office, listed under the Field Operations Branch.

The branch administers the program that refunds the land transfer tax paid by the first time homebuyers who participate in the **Ontario Home Ownership Savings Plan Program** (OHOSP). First time homebuyers are entitled to a land transfer tax refund on a graduated scale tied to the price of the home purchased.

**Commercial Concentration Tax Act** taxes commercial properties exceeding 18,600 square metres and commercial parking lots within the greater Toronto area. The branch administers the billing and collection aspects of the Act.

The Motor Fuels and Tobacco Tax Branch also administers four acts, which have been repealed, during their phase-out period: the **Succession Duty Act**, the **Gift Tax Act**, the **Land Speculation Tax Act**, and the **Motor Vehicle Fuel Tax Act**.

RETAIL SALES TAX BRANCH REVENUE 7
33 King St. W., 3rd Flr.
P. O. Box 623
Oshawa L1H 8H7
416-433-6170

This branch administers the **Retail Sales Tax Act** in Ontario. Vendors collect retail sales tax from consumers at the time of purchase on most goods, taxable services and prices of admission. The branch operates offices throughout Ontario which issue **vendor permits** and provide information on exemptions and other aspects of retail sales tax, including vendor information for those starting a **business**. **Tax** advice is offered in numerous forms: answering taxpayers' specific questions by telephone, letter or in person; publishing sales tax guides; and providing bulletins, seminars, lectures, and visits to businesses. Refunds of tax are given under various circumstances, such as payment of tax in error by consumers; removal of goods from Ontario by tourists within 30 days of purchase; and purchases of motor vehicles for the transportation of persons with certain permanent physical disabilities. The Retail Sales Tax offices have refund application forms available. Audits ensure that tax is collected and paid in the correct way. Tax collection under the **Race Tracks Tax Act** is also administered by the branch.

All inquiries about retail sales tax should be directed to one of the offices listed below. Long-distance callers may contact the office in their area by using toll-free lines, which are effective only in an office's area of responsibility.

119 King St. W.
P. O. Box 2112
**Hamilton L8N 3Z9**
416-521-7504
Toll-free 1-800-263-9229
(County of Brant, Regional Municipalities of Haldimand-Norfolk, Hamilton-Wentworth, Niagara)

449 Belmont Ave. W.
**Kitchener N2M 1N2**
519-576-8400
Toll-free 1-800-265-2303
(Counties of Huron, Perth, Wellington, Bruce, Dufferin, Grey, Regional Municipality of Waterloo)

Westminster Centre
334 Wellington Rd. S.
**London N6C 4P6**
519-433-3901
Toll-free 1-800-265-1540
(Counties of Elgin, Essex, Kent, Lambton, Middlesex, Oxford)

2 Robert Speck Pkwy., Ste. 350
**Mississauga L4Z 1H8**
416-273-9490
Toll-free 1-800-268-2968
(Regional Municipalities of Halton, Peel)

1500 Fisher St.
Northgate Plaza
**North Bay P1B 2H3**
705-474-4900
Toll-Free 1-800-461-1564
(Districts of Algoma, Cochrane, Manitoulin, Nipissing, Parry Sound, Sudbury, Timiskaming, Regional Municipality of Sudbury)
Toll-free 1-800-465-5025
(Districts of Kenora, Rainy River, Thunder Bay)

33 King St. W.
P. O. Box 629
**Oshawa L1H 8K1**
416-433-6240
Toll-free 1-800-668-5810
(Counties of Haliburton, Hastings, Northumberland, Peterborough, Prince Edward, Simcoe, Victoria, District Municipality of Muskoka, Regional Municipalities of, Durham, York: Township of Georgina, Georgina Islands Indian Reserve, Town of East Gwillimbury)

1355 Bank St.
**Ottawa K1H 8K7**
613-523-9760
Toll-free 1-800-267-9745
(Regional Municipality of Ottawa-Carleton, Counties of Lennox-Addington, Stormont-Dundas and Glengarry, Frontenac, Grenville, Lanark, Leeds, Prescott, Renfrew, Russell)

2300 Yonge St.
**Toronto M4P 1H6**
416-487-1361
Toll-free 1-800-268-8852
(Regional Municipality of Metropolitan Toronto, Regional Municipality of York: Towns of Aurora, Markham, Newmarket, Richmond Hill, Vaughan, Whitchurch-Stouffville, Township of King)

REVENUE AND OPERATIONS RESEARCH BRANCH — REVENUE 8
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-5623

This branch provides the Tax Revenue and Grants Program with staff support, including: coordination of the planning, resource allocation and control process; development of techniques to increase the efficiency and effectiveness of administrative and delivery mechanisms; **tax**-related **research**; monitoring of tax revenue; and coordination of changes in legislation.

The branch also liaises with the Ministry of Treasury and Economics, as well as, other federal and provincial tax authorities.

SPECIAL INVESTIGATIONS BRANCH — REVENUE 9
33 King St. W., 5th Flr.
Oshawa L1H 8H5
416-433-6900

This branch undertakes special audits and investigations involving **tax** compliance problems. It recommends prosecution when there is evidence of tax evasion, and deals with voluntary disclosure of tax irregularities.

TAX APPEALS BRANCH REVENUE 10
1600 Champlain Ave., 3rd Flr.
Whitby L1N 9B2
416-435-2001

The branch processes all appeals filed under the following statutes administered by the Ministry: the **Corporations Tax Act**, the **Mining Tax Act**, the **Fuel Tax Act**, the **Gasoline Tax Act**, the **Land Transfer Tax Act**, the **Retail Sales Tax Act**, the **Tobacco Tax Act**, the **Ontario Guaranteed Annual Income Act**, the **Ontario Pensioners Property Tax Assistance Act**, the **Race Tracks Tax Act**, the **Ontario Home Ownership Savings Plan**, the **Employee Share Ownership Plan**, the **Small Business Development Corporations Act**, the **Employer Health Tax Act**, and the **Commercial Concentration Tax Act**. General information and forms may be obtained by calling our toll-free number (1-800-263-7965) or contacting the local Retail Sales Tax Offices (see Retail Sales Tax Branch entry).

**TAX SYSTEM OPERATIONS AND DESIGN DIVISION**

TAX SYSTEM OPERATIONS AND DESIGN DIVISION REVENUE 11
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-6903

This division consists of the Freedom of Information Office, Guaranteed Income and Tax Credit Branch, Taxation Data Centre and Taxpayer Services Branch. The division consolidates major taxpayer services and data processing functions.

FREEDOM OF INFORMATION & PROTECTION OF INDIVIDUAL PRIVACY OFFICE REVENUE 12
33 King St. W., 1st Flr.
Oshawa L1H 8H5
416-433-6028

This office is responsible for the implementation and administration of the Freedom of Information and Protection of Privacy Act, 1987, ensuring that the Ministry is in compliance at all times. It coordinates all access to information and privacy related activities on behalf of the Ministry.

GUARANTEED INCOME AND TAX CREDIT BRANCH REVENUE 13
33 King St. W., 5th Flr.
P. O. Box 624
Oshawa L1H 8H8
Toll-free 1-800-263-7965 (English)
Toll-free 1-800-668-5821 (French)
Toll-free 1-800-263-7776 (TDD)

The branch administers the Guaranteed Annual Income System, Ontario Tax Credits, and Ontario Tax Grants.

The **Guaranteed Annual Income System (GAINS A)** assures qualifying Ontario residents, 65 or over, a set annual income. **Senior citizens** who receive the Old Age Security pension (OAS) and Guaranteed Income Supplement (GIS) will automatically receive GAINS if their annual income falls below the guaranteed level.

**Ontario Tax Credits** consist of the Property Tax Credit, the Sales Tax Credit, the Political Contribution Tax Credit and the **Ontario Home Ownership Savings Plan (OHOSP)** Tax Credit. The first two credits are designed to reduce the burden of property and sales tax for people with low to moderate incomes. (People 65 and over are not eligible for these credits but can apply for Ontario Tax Grants, described separately). The Ontario Home Ownership Savings Plan Tax Credit provides incentive for individuals and couples to save toward the purchase of a first home. The above three tax credits are fully refundable. The **Political** Contribution Tax Credit may be claimed by people who made a contribution to a registered Ontario political party, a constituency association or a registered candidate in a provincial election. To claim this credit, there must be provincial tax payable after deducting the Property and Sales Tax Credits.

Claims for Ontario Tax Credits are made when filing Personal Income Tax returns.

**Ontario Tax Grants** allow Ontario residents, 65 or older, who pay **property tax** or **rent** to claim an annual **Property Tax Grant** of up to $600 per household. Applications for this **grant** are mailed each year to all Old Age Security (OAS) recipients and previously qualified applicants. Seniors may also receive an annual **Sales Tax Grant** of $50. Persons turning 65 after mid year who qualify for OAS will automatically receive their Sales Tax Grant and an application for the Property Tax Grant, towards the year-end.

TAXATION DATA CENTRE REVENUE 14
33 King St. W., 7th Flr.
Oshawa L1H 8H5
416-433-5858
Metro Toronto 416-965-8470
Toll-free 1-800-263-7965 (English)
Toll-free 1-800-668-5821 (French)
Toll-free 1-800-263-7776 (TDD)
Fax 416-433-4094

This branch processes revenue received under the **taxing** statutes; assesses eligibility for payment of refunds to the public under the **Ontario Incredible Program**, **Permanently Physically Disabled Program**, and **Alternate Fuel Conversion Program**; and processes **fuel** tax rebates to farmers and grant applications for the **Ontario Pensioners' Property Tax Assistance Program**. The branch also provides data processing support for the Tax Revenue and Grants Program.

TAXPAYER SERVICES BRANCH REVENUE 15
33 King St. W., 1st Flr.
Oshawa L1H 8H5
416-433-6127

This branch provides "one-stop" information to taxpayers about Ministry of Revenue programs, such as Tax Grants for **Seniors**, Ontario **Tax** Credits, Guaranteed Annual Income System (GAINS), Employer Health Tax, Corporations Tax, Motor Fuel Tax, Retail Sales Tax and Small Business Development Corporations. Information, application assistance, forms and **publications** are offered through the following telephone service, or at seven walk-in **Revenue Information Centres** located throughout the province. These centres also accept tax payments.

The multilingual Information Centre can be reached free of charge from anywhere in Ontario: Metro Toronto (965-8470), all other areas (1-800-263-7965), Francophone residents can call 1-800-668-5821 for service entirely in French. Northern Ontario residents may also contact their nearest Northern Affairs Officer by asking the operator for Zenith 33160. Deaf

or hearing impaired taxpayers may request tax or grant information through the use of a special (TDD) toll-free number (1-800-263-7776).

Interjurisdictional Carriers (Truckers), seeking information on **fuel** tax while travelling in Ontario, may call toll-free from the United States east of the Mississippi River and Eastern Canada, including Ontario (1-800-263-7775). Calls from the remainder of the United States and Canada will be accepted collect at 416-433-0212.

The location of these offices are:

**Barrie**
109 Ferris Lane
705-739-1511

**Belleville**
191 Dundas St. E.
613-962-9108

**Oshawa**
33 King St. W.
If long distance dial
1-800-263-7965

**Sudbury**
199 Larch St., 12th Flr.
705-675-4351

**Thunder Bay**
700-710 Victoria Ave., Unit 5&6
807-475-1681

**Toronto**
50 Grosvenor St.
416-963-2761
(one block south of Wellesley St., west of Bay St.)

**Windsor**
250 Windsor Ave., 5th Flr.
519-252-4404

## ASSISTANT DEPUTY MINISTER-PROPERTY ASSESSMENT PROGRAM

PROPERTY ASSESSMENT PROGRAM — REVENUE 16
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-5767

This program assesses **real property** in Ontario for the purpose of municipal property **taxation**, mailing of **assessment** notices to property owners and tenants, and **enumeration** of residents in municipalities to determine voter, jury, and school support lists.

The program also identifies and lists those commercial properties that exceed 18,600 square metres in size and are located in the Greater Toronto area, for the purpose of collecting the **Commercial Concentration Tax**.

ASSESSMENT POLICIES AND PRIORITIES BRANCH — REVENUE 17
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-5757

This branch is responsible for staff support to the Assistant Deputy Minister in the following areas: analysis, development and coordination of assessment policy; legislation research and interpretation; government/public liaison; tax impact analysis associated with reassessments; and computer-assisted research and procedural development.

## ASSESSMENT SERVICES DIVISION

ASSESSMENT SERVICES DIVISION REVENUE 18
33 King St. W.
Oshawa L1H 8H5
416-433-5773

The Assessment Services Division consists of the Data Services and Development Branch, Field Operations Branch, Special Properties Branch, Budgeting, Planning and Operational Analysis Unit and the Quality Control Section.

DATA SERVICES AND DEVELOPMENT BRANCH REVENUE 19
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-5680

This branch is responsible for **assessment** information management, including the supply of **computer** data services to Regional Assessment Offices, municipalities and school boards. New assessment and data processing systems, including **OASYS (Ontario Assessment System)**, are also developed by the branch.

FIELD OPERATIONS BRANCH REVENUE 20
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-5805

Through regional offices across Ontario (listed below), this branch **assesses** all **real property** for purposes of municipal and school taxation and, in **unorganized territories**, for **Provincial Land Taxes**. **Municipal enumerations** are undertaken to produce municipal **voters** lists, lists of persons who can be called for **jury** duty, identification of supporters for **schools** and demographic **statistics**. The branch serves municipal governments, other Ontario ministries which use data as a basis for distribution of municipal grants, and other programs. Inquiries regarding property taxation, tax certificates, municipal voters lists and municipal population should be directed to the clerk or treasurer of the appropriate municipality. School support issues should be referred to the relevant public or separate school board.

**REGIONAL ASSESSMENT OFFICES**

**(Zenith numbers are effective only in an office's area of responsibility)**

113 Hastings St. N.
P. O. Box 667
**Bancroft K0L 1C0**
613-332-1440
If long distance
in area code 613, dial
1-800-267-0538
in area codes 416, 519, 705, dial
1-800-267-0542
(Trenton sub-office)

109 Ferris Lane
**Barrie L4M 2Y1**
705-728-2270
If long distance dial
1-800-461-4230
(Simcoe)

Pine St. E.
P. O. Box 150
**Bracebridge P0B 1C0**
705-645-5204
If long distance dial
1-800-461-4316
(Muskoka)

63 Charing Cross
**Brantford N3R 7K9**
519-759-6310
If long distance dial
1-800-265-9990
(Brant, Haldimand-Norfolk)

2479 Parkedale Ave.
P. O. Box 712
**Brockville K6V 3H2**
613-342-8242
If long distance dial
1-800-267-0836
(Lanark, Leeds, Grenville)

150 Main St., 4th Flr.
**Cambridge N1R 1W3**
519-623-5210
In Kitchener dial
519-653-7356
If long distance ask operator
for Zenith 49090
(Waterloo)

P. O. Box 1140
435 Grand Ave. W.
**Chatham N7M 5L8**
519-354-5460
If long distance dial
1-800-265-0584
(Kent, Lambton)

995 William St.
P. O. Box 290
**Cobourg K9A 4K8**
416-372-2258
If long distance dial
1-800-263-7905
(Trenton sub-office)

132 Second St. E.
Box 219
**Cornwall K6H 5S7**
613-933-7100
If long distance dial
1-800-267-7194
(Prescott, Russell, Stormont,
Dundas, Glengarry)

479 Government Rd., Ste. B-6
P. O. Box 670
**Dryden P8N 2Z3**
807-223-5351
If long distance ask operator
for Zenith 50960
(Thunder Bay sub-office)

533 Mowat Ave.
**Fort Frances P9A 1Z1**
807-274-3283
If long distance ask operator
for Zenith 50960
(Thunder Bay sub-office)

57 Napier St.
P. O. Box 190
**Goderich N7A 3Z2**
519-524-7326
If long distance dial
1-800-265-5192
(Huron, Perth)

286 Victoria Rd. N.
**Guelph N1E 5J3**
519-821-7440
If long distance dial
1-800-265-8365
(Dufferin, Wellington)

119 King St. W., 3rd Flr.
Box 2112
Provincial Office Tower
**Hamilton L8N 3Z9**
416-521-7469
(Hamilton-Wentworth)

300 McClellan Ave.
**Kenora P9N 1A8**
807-468-5585
If long distance ask operator
for Zenith 50960
(Thunder Bay sub-office)

1055 Princess St., Ste. 201
Ontario Government Bldg.
**Kingston K7L 4Y8**
613-545-4475
If long distance ask operator
for Zenith 47360
(Frontenac, Lennox, Addington)

6 Tweedsmuir Rd., 3rd Flr.
**Kirkland Lake P2N 1H9**
705-567-9285
If long distance ask operator
for Zenith 98395
(Timmins sub-office)

33 Lindsay St. S.
P. O. Box 267
**Lindsay K9V 4S1**
705-324-1622
If long distance
in area code 705, dial
1-800-461-0314
in area codes 416, 519, 613, dial
1-800-461-0317
(Haliburton, Peterborough,
Victoria)

15 Manitowaning Rd.
**Little Current P0P 1K0**
705-368-2510
If long distance ask operator
for Zenith 49860
(Sudbury sub-office)

1420 Wellington Rd.
Superstore Mall
**London N6E 3A2**
519-681-0050
If long distance ask operator
for Zenith 63310
(Elgin, Middlesex, Oxford)

2 Robert Speck Pkwy., 4th Flr.
**Mississauga L4Z 1T3**
416-270-8050
If long distance dial
1-800-387-5909
(Halton-Peel)

820 Yonge St. S., 2nd Flr.
Box 2700
**Aurora L4G 6G8**
416-727-3755
If long distance
in area code 416, dial
1-800-263-3224
in area codes 519, 613, 705, dial
1-800-263-3233
(York)

1650 Main St. W.
P. O. Box 167
**North Bay P1B 8H2**
705-474-6150
If long distance ask operator
for Zenith 51280
(Nipissing, Parry Sound)

2305 St. Laurent Blvd.
**Ottawa K1G 4J8**
613-526-3890
If long distance ask operator
for Zenith 45980
(Ottawa-Carleton)

345 Eighth St. E.
P. O. Box 670
**Owen Sound N4K 5R4**
519-371-1121
If long distance dial
1-800-265-3187
(Bruce, Grey)

10 Miller St.
**Parry Sound P2A 1S8**
705-746-9302
If long distance ask operator
for Zenith 51280
(North Bay sub-office)

24 Pembroke St. W.
**Pembroke K8A 5M3**
613-735-0181
If long distance dial
1-800-267-1095
(Renfrew)

55 George St. N.
**Peterborough K9J 3G2**
705-743-0330
If long distance
in area code 705, dial
1-800-461-1933
in area codes 416, 519, 613, dial
1-800-461-1962
(Lindsay sub-office)

805 North Christina St.
**Sarnia N7V 1X6**
519-336-3991
If long distance dial
1-800-265-0584
(Chatham sub-office)

180 Brock St.
**Sault Ste. Marie P6A 3B7**
705-949-3941
If long distance dial
1-800-461-2207
(Algoma)

43 Church St.
Box 1270
**St. Catharines L2R 7A7**
416-688-0233
If long distance dial
1-800-263-5753
(Niagara)

199 Larch St., 12th Flr.
Provincial Tower
**Sudbury P3E 5P9**
705-675-4200
If long distance ask operator
for Zenith 49860
(Manitoulin, Sudbury)

55 Doncaster Ave.
**Thornhill L3T 1L7**
416-889-9503
(North York)

115 Johnson Ave.
**Thunder Bay P7B 2V9**
807-345-1221
If long distance ask operator
for Zenith 50960
(Kenora, Rainy River, Thunder Bay)

145 Wilson Ave.
**Timmins P4N 8B1**
705-264-9455
If long distance ask operator
for Zenith 98395
(Cochrane, Timiskaming)

90 Eglinton Ave. E., Ste. 300
**Toronto M4P 3A5**
416-486-6300
(City of Toronto)

7 Overlea Blvd.
**Toronto M4H 1A8**
416-423-1240
(Scarborough, East York)

4 Eva Rd.
**Etobicoke M9C 2A8**
416-621-9400
(Etobicoke, York)

80 Division St.
P. O. Box 520
**Trenton K8V 5R7**
613-392-2501
If long distance
in area code 613, dial
1-800-267-0538
in area codes 416, 519, 705, dial
1-800-267-0542
(Hastings, Northumberland,
Prince Edward)

605 Rossland Rd. E.
Box 270
**Whitby L1N 5S1**
416-668-9351
If long distance ask operator
for Zenith 67140
(Durham)

250 Windsor Ave., 5th Flr.
**Windsor N9A 6V9**
519-254-3771
If long distance dial
1-800-265-5841
(Essex)

SPECIAL PROPERTIES BRANCH REVENUE 21
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-5700

This branch provides valuation expertise and advice to regional **assessment** offices on properties of all types. It also develops assessment valuation procedures and techniques, and undertakes the defence of complex assessments under judicial appeal.

**INFORMATION TECHNOLOGY DIVISION**

INFORMATION TECHNOLOGY DIVISION REVENUE 22
33 King St. W., 5th Flr.
Oshawa L1H 8H5
416-433-6797
Fax 416-433-5333

This division provides the following information technology services: systems development and maintenance; integrated office systems; user computing support; technologies research and data processing and communications facilities.

INFORMATION SYSTEMS DEVELOPMENT BRANCH REVENUE 23
33 King St. W., 5th Flr.
Oshawa L1H 8H5
416-433-6795
Fax 416-436-4449

This branch is responsible for systems development and maintenance functions, including the design, programming, testing and implementation of new data processing systems and the enhancement, maintenance and replacement of existing programs on a life-cycle basis.

SYSTEMS AND FACILITIES MANAGEMENT BRANCH REVENUE 24
33 King St. W., 5th Flr.
Oshawa L1H 8H5
416-433-6886

This branch manages the Ministry's information processing systems, using an on-site computer installation with separate production and development facilities.

FINANCE AND ADMINISTRATION SECTION REVENUE 25
33 King St. W., 5th Flr.
Oshawa L1H 8H5
416-433-6793

This section coordinates the provision of resources, and financial management and administrative support services to the division.

STRATEGIC PLANNING AND RESEARCH SECTIONS — REVENUE 26
33 King St. W., 5th Flr.
Oshawa L1H 8H5
416-433-6809

The two Strategic Planning and Research Sections are responsible for applied information **technology research**, integrated office technology, end-user information and support, including the Technology Demonstration and Training Centre, management support, and strategic business and technology planning.

## CORPORATE RESOURCES DIVISION

CORPORATE RESOURCES DIVISION — REVENUE 27
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-5777

This division provides the following management and administrative services: financial planning, analysis, and control; personnel management; purchasing, accounting, and mail; security, accommodation, planning, design and management; communication advisory services, and French language services.

ADMINISTRATIVE AND FINANCIAL SERVICES BRANCH — REVENUE 28
33 King St. W., 7th Flr.
Oshawa L1H 8H5
416-433-5999

The branch's Administration Section (433-5297) provides the Ministry with purchasing, storage, mailing and other central services.

The Finance Section (433-5915) processes accounts payable, and provides accounting services for all expenditures, including payroll and employee benefits.

COMMUNICATIONS SERVICES — REVENUE 29
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-5780

Communications Services informs the public, client groups and the media about the Ministry's activities; establishes communications policy; provides communications support to the Minister and Deputy Minister; and advises branches on communications matters. Other activities include audio-visual, photographic, graphics and exhibit services; advertising agency liaison; and publication production/distribution.

Communications Services administers a **library** (433-6135) covering aspects of **tax, property assessment, public finance**, legislation, and government and **business** administration. The Public Information Centre (Ministry **reading room**), attached to the library, provides public access to all Ministry publications, statutes and regulations, and most manuals and internal procedures.

Communications Services also coordinates the Ministry's **French language** and customer service programs.

FINANCE AND PRIORITIES PLANNING BRANCH REVENUE 30
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-5667

This branch develops financial and resource systems and plans, prepares estimates, administers operational performance and control (Management by Results), and maintains the resource utilization and control system for the Ministry. In addition, the branch liaises with central agencies, especially Management Board, and provides information and support to the Deputy Minister and senior management.

PERSONNEL SERVICES BRANCH REVENUE 31
33 King St. W., 2nd Flr.
Oshawa L1H 8H5
416-433-6092
Fax 416-433-6588

This branch is responsible for establishing Ministry personnel policies and procedures; creating appropriate classification and compensation levels for employees; recruiting staff; counselling employees; coordinating staff training and development; investigating employee grievances; and handling all matters affecting work conditions and performance. The branch maintains the Ministry's personnel, payroll and employee benefit records. It serves as a liaison between the Ministry and the Human Resources Secretariat, Management Board of Cabinet, and Ontario Public Service Employees Union (OPSEU). The branch also plans, develops and coordinates the **Employment Equity Program** to improve the status and ensure equal employment opportunities for women, francophones, persons with disabilities, racial minorities, and Native peoples.

PROVINCE OF ONTARIO SAVINGS OFFICE REVENUE 32
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-5790
Fax 416-433-6519

The Province of Ontario Savings Office, established in 1922, under the Agricultural Development Finance Act, provides financial services to the public through 21 branches in 15 communities in Ontario and three new branches opening soon in Northern Ontario. Services include combined savings/chequing accounts with high interest rates and generous chequing privileges, Guaranteed Investment Certificates (GIC's) and Home Ownership Plans (OHOSP's). All deposits are guaranteed, without limit, by the Province of Ontario and are loaned to the Treasurer of Ontario. The Savings office does not offer loans to the public.

Other services include travellers cheques free of charges, safety deposit boxes, foreign exchange, drafts and money orders and the purchase and sale of securities on behalf of customers. Service is available in French in designated areas.

Savings Offices locations are:

34-36 Talbot St. W.
**Alymer N5H 1J7**
519-765-1286
Fax 519-765-1690

171 Colborne St.
**Brantford N3T 6C9**
519-753-4131
Fax 519-753-7121

153 Wyndham St. N.
**Guelph N1H 4E9**
519-821-2101
Fax 519-821-2990

2 King St. W.
**Hamilton L8P 1A1**
416-528-6391 (French)
Fax 416-528-8103

The Centre Mall
1227 Barton St. E.
**Hamilton L8H 2V4**
416-547-6202
Fax 416-547-4748

353 Richmond St.
**London N6A 3C2**
519-432-1197
Fax 519-432-7896

171 Sparks St.
**Ottawa K1P 5B9**
613-239-1469 (French)
Fax 613-566-3893

825 2nd Ave. E.
P. O. Box 182
**Owen Sound N4K 5P3**
519-376-6025
Fax 519-376-1041

40 Pembroke St. W.
P. O. Box 216
**Pembroke K8A 6X3**
613-732-7821
Fax 613-732-3830

49 Main St. S.
**Seaforth N0K 1W0**
519-527-0210
Fax 519-527-2512

106 King St.
P. O. Box 651
**St. Catharines L2R 6W8**
416-688-4661
Fax 416-688-0320

134 Queen St.
**St. Marys N0M 2V0**
519-284-2260
Fax 519-284-2262

328 Bay St.
**Toronto M5H 2S7**
416-363-7282
Fax 416-363-0896

838 Broadview Ave.
**Toronto M4K 2R1**
416-463-1117
Fax 416-463-7773

2035 Danforth Ave.
**Toronto M4C 1J8**
416-698-8320
Fax 416-698-9131

Macdonald Block, Rm. M1-40
Queen's Park
**Toronto M7A 2A9**
416-965-1785
Fax 416-324-4721

112 St. Clair Ave. W.
**Toronto M4V 2Y3**
416-925-3887
Fax 416-925-3874

439 University Ave.
**Toronto M5G 1Y8**
416-965-3891
Fax 416-324-4722

236 Durham St.
P. O. Box 308
**Walkerton N0G 2V0**
519-881-3321
Fax 519-881-3797

545 Ouellette Ave.
**Windsor N9A 4J3**
519-254-4324 (French)
Fax 519-254-6270

396 Dundas St.
**Woodstock N4S 1B7**
519-537-8194
Fax 519-537-8844

## ACTS

ACTS REVENUE 33

The Ministry of Revenue is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Agricultural Development Finance Act
Assessment Act
City of Toronto 1981 Assessment Complaints Act, 1982
Commercial Concentration Tax Act
Corporations Tax Act
Employee Share Ownership Plan Act, 1988
Employer Health Tax Act
Fuel Tax Act, 1981 (in force Sept. 1, 1982)
Gasoline Tax Act
Income Tax Act
Land Transfer Tax Act
Mining Tax Act
Ministry of Revenue Act
Ontario Guaranteed Annual Income Act
Ontario Home Ownership Savings Plan Act, 1988
Ontario Pensioners Property Tax Assistance Act
Provincial Land Tax Act
Race Tracks Tax Act
Retail Sales Tax Act
Small Business Development Corporations Act
Tobacco Tax Act

# MINISTRY OF SKILLS DEVELOPMENT

**101 Bloor St. W., 13th Flr.**
**Toronto M5S 1P7**
**416-967-8300**
**Fax 416-965-7151**

The Ministry of Skills Development mandate is to stimulate and support the training and development of employed workers in Ontario. Working with businesses both large and small; labour both organized and unorganized; and directly with individuals, the Ministry assists employed workers and their firms to adapt to the changing demands of the labour market. The Ministry administers 14 programs and initiatives which relate to workplace training.

## DEPUTY MINISTER'S OFFICE

LEGAL SERVICES SKILLS 1
101 Bloor St. W., 13th Flr.
Toronto M5S 1P7
416-967-8300
Fax 416-965-7151

Legal services for the Ministry of Skills Development are provided by this unit. It advises the Ministry on the interpretation of statutes and regulations, and prepares and reviews proposed legislation, regulations and other legal documents. General legal services include the drafting of agreements and legal advice on Ministry activities and programs. The unit is responsible to the Ministry of the Attorney General.

COMMUNICATIONS AND MARKETING BRANCH SKILLS 2
101 Bloor St W., 11th Flr.
Toronto M5S 1P7
416-924-8701
Fax 416-963-1000

The Communications and Marketing Branch informs the public, stakeholders, client groups and the media about the Ministry's policies and programs and advises the Minister, Deputy Minister and senior management on corporate and program communications and marketing. Activities include planning, organizing events, client liaison, coordination and production of displays, audio visuals, print materials, advertising, speeches, news releases and media relations.

General information on Ministry programs and copies of Ministry publications may be obtained by calling the Training Hotline: 1-800-387-5656.

## FINANCE AND ADMINISTRATION DIVISION

ADMINISTRATIVE SERVICES SKILLS 3
625 Church St., 2nd Flr.
Toronto M4Y 2E8
416-326-5700

Administrative Services provides a range of administrative and support services including purchasing, accommodations and office services.

HUMAN RESOURCES SKILLS 4
625 Church St., 2nd Flr.
Toronto M4Y 2E8
416-326-5700

Human Resources delivers services to management and staff; provides services in planning, training and development, and performance management. It is responsible for the **employment equity program**. The personnel services for the Ministry are provided by the Ministry of Treasury and Economics (965-6171).

FINANCIAL SERVICES SKILLS 5
101 Bloor St. W., 3rd Flr.
Toronto M5S 1P7
416-967-8441

Financial Services provides financial management services to all units of the Ministry, including processing of supplier's invoices, transfer payments, revenues, budget planning services, liaison with central agencies concerning the Ministry's estimates, and in-year financial reporting and resources requests.

INFORMATION TECHNOLOGY MANAGEMENT SKILLS 6
625 Church St., 5th Flr.
Toronto M4Y 2E8
416-326-5660

This section provides direction for technology planning, development and implementation. It acts as the **Freedom of Information** Coordinator for the Ministry of Skills Development.

AUDIT SERVICES SKILLS 7
625 Church St., 2nd Flr.
Toronto M4Y 2E8
416-326-5705

Audit Services provides comprehensive audit services to all Ministry functions and programs.

**SKILLS DEVELOPMENT DIVISION**

SKILLS DEVELOPMENT DIVISION SKILLS 8
101 Bloor St. W., 12th Flr.
Toronto M5S 1P7
416-967-8444
Fax 416-965-7144

The Skills Development Division provides support to the Deputy Minister and senior management in development and coordination of policy, evaluation of programs, negotiation and monitoring of federal training initiatives, interministerial liaison, strategic planning, coordination of French Language Services; liaison with the Ontario Training Corporation and market research. The division also coordinates and administers employer-based training programs including those offered under **Ontario's Training Strategy** and long-term training for skilled occupations through apprenticeship.

PARTNERSHIP AND SERVICES DEVELOPMENT SKILLS 9
625 Church St., 6th Flr.
Toronto M4Y 2E8
416-326-5400
Fax 416-326-5445

The Partnership and Services Development Branch develops partnerships and administers programs with key ministry stakeholders to stimulate training activity by supporting the **employment training** initiatives of business, industry, labour and individuals.

The branch coordinates and supports 52 Ontario Skills Development Offices, operated by Colleges of Applied Arts and Technology, which provide expert advice, consulting services, and information on human resource development, as required by Ontario firms. Instructional costs to firms can be offset through incentive funding offered under **Ontario Skills** to encourage greater participation in training.

The **Ontario Training Trust Fund Program (OTTFP)** matches 50% of employer/employee contributions made to an approved trust fund over a period of three years, to a maximum of $100,000. Employers may access training services through the Training Hotline (1-800-387-5656).

The **Technologists/Technicians Skills Updating Program** supports specialized training that updates the skills of Ontario's technicians and technologists in areas of new and emerging technologies.

The **Traineeship Program** offers a combination of on-the-job and formal in-school training in non-trades areas to employed trainees.

APPRENTICESHIP AND CLIENT SERVICES BRANCH SKILLS 10
625 Church St., 4th Flr.
Toronto M4Y 2E8
416-326-5605
Fax 416-326-5606

The Apprenticeship and Client Services Branch coordinates long-term, on-the-job apprenticeship training programs designed to assist employers and individuals in achieving their skills development goals and contributing to Ontario's economic growth.

The Branch administers and enforces the **Apprenticeship and Tradesmen's Qualification Act** and its regulations, which set standards and conditions of training for employment in regulated trades. **Trade certification** is compulsory for the following: construction (e.g., **electricians, plumbers, refrigeration** and **air-conditioning mechanics, sheet metal workers, steam fitters**, etc.); motive power trades (e.g., **motor vehicle mechanics, auto body repairers**) and service trades (e.g., **hairstylists**). Certification is voluntary for many other regulated trades (e.g., **carpenters, machinists, tool and die makers, mould-makers**). In addition to administering apprenticeship examinations and training seat purchase arrangements, the section is responsible for competency assessment, curriculum and training standards development, and materials for apprenticeship and Ontario Modular Training programs.

The Apprenticeship Branch coordinates the **Trades Updating Program** under Ontario's Training Strategy (326-5605), which provides short-term courses to upgrade and/or update the skills of Journeymen.

The **Apprenticeship Tool Fund** provides partial subsidies to new apprentices for the purchase of tools required for training.

Industrial Training consultants located in 27 field offices throughout Ontario assist potential and active trainees, employers and labour representatives with their **skills development** needs, and monitor the effectiveness and efficiency of training programs. Field offices are listed below.

**FIELD OFFICES**

Ontario Government Bldg.
114 Worsley St.
**Barrie L4M 1M1**
705-737-1431
If long distance, ask operator
for Zenith 20860

Bell Tower Plaza
365 North Front St., 2nd Flr.
**Belleville K8N 5A5**
613-968-5558
If long distance, ask operator
for Zenith 20860

14 Holiday Inn Dr.
P. O. Box 1750
**Brantford N3T 5V7**
519-756-5197
If long distance, ask operator
for Zenith 20860

Ontario Government Bldg.
Oxford St., Box 1511
**Brockville K6V 5Y6**
613-342-5481
If long distance, ask operator
for Zenith 20860

59 Adelaide St. S.
**Chatham N7M 4R1**
519-345-9100 ext. 243

St. Lawrence College
Mille Roches Hall
801-4th St. E.
**Cornwall K6H 2K2**
613-938-9702
If long distance, ask operator
for Zenith 20860

Ontario Government Bldg.
119 King St. W., 7th Flr.
P. O. Box 2112
**Hamilton L8N 3Z9**
416-521-7764
If long distance, ask operator
for Zenith 20860

227 2nd St. S.
**Kenora P9N 1G1**
807-468-3325
If long distance, ask operator
for Zenith 20860

Ontario Government Bldg.
1055 Princess St., Ste. 306
**Kingston K7L 5T3**
613-545-4338
If long distance, ask operator
for Zenith 20860

520 First St., Unit 19
**London N5V 3C6**
519-453-7190
If long distance, ask operator
for Zenith 20860

165 Dundas St. W., 4th Flr.
**Mississauga L5B 2N6**
416-897-1551
If long distance, ask operator
for Zenith 20860

Northgate Plaza
1500 Fisher St., 2nd Flr.
**North Bay P1B 2H3**
705-474-5546
If long distance, ask operator
for Zenith 20860

Durham College
J. Building, J201
P. O. Box 385
**Oshawa L1H 7L7**
416-576-0171
If long distance, ask operator
for Zenith 20860

1355 Bank St., Ste. 703
**Ottawa K1H 8K7**
613-731-7100
If long distance, ask operator
for Zenith 20860

Nor-Towne Plaza
220 11th St. E., Ste. 108
**Owen Sound N4K 1T9**
519-376-5790
If long distance, ask operator
for Zenith 20860

315 Pembroke St. E., Rm. 303
**Pembroke K8A 3K2**
613-735-3911
If long distance, ask operator
for Zenith 20860

306 George St. N.
**Peterborough K9J 3H2**
705-743-4172
If long distance, ask operator
for Zenith 20860

Court House Bldg.
59 Church St., Rm. 4124
P. O. Box 1240
**St. Catharines L2R 7A7**
416-684-8543
If long distance, ask operator
for Zenith 20860

1323 Exmouth St., Ste. 203
**Sarnia N7S 3Y1**
519-542-7705
If long distance, ask operator
for Zenith 20860

421 Bay St.
Station Tower, 4th Flr.
**Sault Ste. Marie P6A 1X3**
705-942-4420
If long distance, ask operator
for Zenith 20860

450 Notre Dame Ave.
**Sudbury P3C 5K8**
705-675-4481
If long distance, ask operator
for Zenith 20860

28 Cumberland St. N
**Thunder Bay P7A 4K9**
807-345-8888
If long distance, ask operator
for Zenith 20860

20 Wilcox St.
**Timmins P4N 3K6**
705-264-2354
If long distance, ask operator
for Zenith 20860

625 Church St., 1st Flr.
**Toronto M4Y 2E8**
416-326-5800
(Central)

2380A Eglinton Ave. E.
Kenlinton Plaza, Ste. 233
**Toronto M1K 5G5**
416-750-3531
(East)

421 King St. N.
**Waterloo N2J 4E4**
519-884-5460
If long distance, ask operator
for Zenith 20860

1427 Ouellette Ave., 2nd Flr.
**Windsor N8X 1K1**
519-254-8654
If long distance, ask operator
for Zenith 20860

FEDERAL/PROVINCIAL RELATIONS BRANCH SKILLS 11
101 Bloor St. W., 12th Flr.
Toronto M5S 1P7
416-967-8444
Fax 416-965-7144

The Federal/Provincial Relations Branch provides operational support for training purchase arrangements under the **Canada-Ontario Agreement on Training**, and policy support in areas of training and human resources development involving the federal and other provincial governments. In addition it supports a network of 56 Community Industrial Training Committees which assess local employment and training needs and helps implement training programs.

POLICY BRANCH SKILLS 12
101 Bloor St. W., 12th Flr.
Toronto M5S 1P7
416-967-8444
Fax 416-965-7144

The Policy Branch identifies issues, undertakes research studies and evaluation, develops option necessary to fulfill the Ministry's mandate, provides policy support and service to the Ministry's program managers and central agencies, and liaises internally with other governments on policy-related matters.

STRATEGIC PLANNING AND SUPPORT GROUP SKILLS 13
101 Bloor St. W., 12th Flr.
Toronto M5S 1P7
416-967-8444
Fax 416-965-7144

The Strategic Planning and Support Group provides support in strategic planning, relations with the Ontario Training Corporation and **French Language Services** coordination.

**ACTS**

ACTS SKILLS 14

The Ministry of Skills Development administers the Act listed below.

Apprenticeship and Tradesmen's Qualification Act

# MINISTRY OF THE SOLICITOR GENERAL

**25 Grosvenor St.**
**Toronto M7A 1Y6**
**416-965-5212 General Inquiry**

The Ministry of the Solicitor General, created in 1972 by an Act of that name, has responsibility for law enforcement and public safety in Ontario. Activities include supervision of the Ontario Provincial Police, the Ontario Police Commission, the Ontario Police Arbitration Commission, the Chief Coroner's Office, the Centre of Forensic Sciences, the Office of the Fire Marshal, Forensic Pathology, and Emergency Planning.

## POLICY DEVELOPMENT AND COORDINATION BRANCH — SOL GEN 1

25 Grosvenor St., 10th Flr.
Toronto M7A 1Y6
416-965-2048

The Policy Development and Coordination Branch provides leadership in the identification of issues, and the development and coordination of policy, relating to the Ministry's law enforcement and public safety mandates.

Additionally, the branch is responsible for coordinating and managing new program initiatives relating to community justice issues.

## LEGAL BRANCH — SOL GEN 2

25 Grosvenor St., 1st Flr.
Toronto M7A 1Y6
416-965-3440

Legal services and counselling provided to the Ministry by this branch include: interpretation of statutes and regulations; preparation and review of proposed legislation, regulations, contracts and other legal documents; settlement of claims; appearances on behalf of the Ministry in court and before administrative tribunals.

## RETAIL BUSINESS HOLIDAYS ACT — SOL GEN 3

416-922-5450

The Retail Business **Holidays** Act, referred to as the **"store closing law"**, provides for common days of rest on which retailing is kept to a minimum and leisure time activity is encouraged. The Act is enforced by the police and requires Ontario **retail business** establishments, with certain exemptions, to close each Sunday, New Year's Day, Good Friday, Victoria Day, Canada Day, Labour Day, Thanksgiving Day, Christmas Day and December 26th. Municipalities may pass bylaws permitting stores to open or requiring them to close, despite other provisions of the legislation. For legal problems or authoritative interpretations of the law, refer to the Act (available for personal shopping at Publications Ontario Bookstore, 880 Bay St., Toronto, 326-5320), or consult a lawyer. An explanatory pamphlet can be obtained by writing to: Store Closing Law, 25 Grosvenor St., 1st Floor, Toronto M7A 1Y6. Telephone number 922-5450 provides recorded information on the Act.

COMMUNICATIONS BRANCH SOL GEN 4
25 Grosvenor St., 11th Flr.
Toronto M7A 1Y6
416-965-6170

The Communications Branch supports Ministry programs and policies by providing information to the public and the media in English and in French through Ministry statements, press releases, speeches, public service announcements and audio-visual education materials. The branch also distributes pamphlets and public information on such topics as neighbourhood watch, victim and witness assistance, crimeproofing and fireproofing.

Interviews and press conferences are arranged through the branch for the Solicitor General and senior Ministry officials. The branch functions as an advisor in all areas of communication plans and strategies and provides communication services for all divisions of the Ministry.

RACE RELATIONS AND POLICING UNIT SOL GEN 5
2195 Yonge St., 3rd Flr.
Toronto, M4S 2B2
416-963-1570

The Race Relations and Policing Unit is responsible for the implementation of the Task Force on Race Relations and Policing recommendations related to employment equity, race relations training and police/community relations.

The unit coordinates the Ministry's overall policies and programs on race relations and policing.

**ADMINISTRATION DIVISION**

FINANCIAL AND ADMINISTRATIVE SERVICES BRANCH SOL GEN 6
25 Grosvenor St., 12th Flr.
Toronto M7A 1Y6
416-965-8446

The branch provides the Ministry with financial and administrative services.

Financial functions include payroll and expense account services, accounts payable, and control and recording of Ministry expenditures and revenues. The branch liaises with Management Board of Cabinet, the Provincial Auditor and other government ministries and agencies; develops the Ministry's estimates; and performs program analysis and budget control functions. A financial consulting service is provided to operational programs of the Ministry.

Administrative functions include purchasing of goods and services, records advisory service, printing and duplicating, mail and transportation services, and assets management.

HUMAN RESOURCES SERVICES BRANCH SOL GEN 7
18 King St. E. 5th Flr.
Toronto M5C 2X1
416-965-1223

The Human Resources Services Branch performs Ministry personnel functions, with the exception of Ontario Provincial Police (OPP) uniformed recruitment, uniformed staff development and staff relations with the Ontario Provincial Police Association (OPPA)

which are the responsibility of the OPP Staff Service Branch. Human Resources Services is responsible for civilian recruitment (965-8409) and classification (965-8404); documentation (965-8407) and staff relations (965-1223); Employee Benefits (965-6784); attendance and workers' compensation (965-6133); and Human Resources Programs (965-2127). For other functions, contact 965-1223.

The branch works mainly in an advisory capacity with line managers who have primary responsibility for personnel matters within their units. It is responsible for the establishment of Ministry human resource policies and procedures, and appropriate classification and compensation levels for all Ministry employees; staff recruitment, training and development; employee counselling; investigation of employee grievances; and all matters affecting working conditions and performance. The branch maintains the Ministry's personnel and employee benefit records, and provides liaison between the Ministry and the Civil Service Commission, Human Resources Secretariat, Management Board of Cabinet, and Ontario Public Service Employees Union (OPSEU).

ACCOMMODATION SERVICES BRANCH SOL GEN 8
125 Lakeshore Blvd. E.
Toronto M5E 1P6
416-965-3931

Mailing Address:
90 Harbour St.
Toronto M7A 2S1

The Accommodation Services Branch provides all Ministry agencies with coordinating services for **buildings, properties**, leasing and parking requirements.

INTERNAL AUDIT BRANCH SOL GEN 9
25 Grosvenor St., 1st Flr.
Toronto M7A 1Y6
416-965-5020

The Internal Audit Branch is responsible for the Ministry's audit functions, which include the review and appraisal of financial, management and EDP controls.

EMPLOYMENT EQUITY PROGRAM SOL GEN 10
25 Grosvenor St., 1st Flr.
Toronto M7A 1Y6
416-965-3093

The Employment Equity Program Office plans, develops, and coordinates programs within the Ministry of the Solicitor General to achieve equality in employment for women, racial minorities, persons with disabilities, aboriginal peoples and francophones. Consultative services are provided to Ministry managers, police forces and fire departments to assist them in implementing employment equity programs. Firefighting and policing brochures and posters are also available.

FRENCH LANGUAGE SERVICES SOL GEN 11
25 Grosvenor St., 11th Flr.
Toronto M7A 1Y6
416-963-3694

This office advises on the provision of French language services within the Ministry's programs and monitors the delivery of services in French. It assists managers with implemen-

tation of the French Language Services Act; liaises with francophone associations; advises managers on how to meet the needs of the Franco-Ontarian community; co-ordinates the standardization of Ministry terminology in French; and administers a French language training program.

## PUBLIC SAFETY DIVISION

EMERGENCY PLANNING ONTARIO SOL GEN 12
27 Carlton St., 5th Flr.
Toronto M5B 1L2
416-965-6708
Fax 416-340-2298

This office's functions include: assisting and encouraging municipalities in the development of **emergency** plans and exercises; administering tasks set forth in the Province of Ontario **Nuclear** Emergency Plan; coordinating the planning for those categories of emergency assigned to the Solicitor General; and monitoring other provinces' emergency plans. The office also facilitates inter-ministry/agency coordination in emergency planning and operations; liaises with and assists federal, provincial, municipal and private sector contributors meeting emergencies in Ontario; arranges for the loan of films/videotapes from the Canadian Emergency Prepared College in Arnprior; organizes attendance at emergency planning courses/seminars held at the college and processes applications/claims for funds made available by the Federal government for emergency planning and preparedness under the **Joint Emergency Preparedness Program (JEPP)**.

CENTRE OF FORENSIC SCIENCES SOL GEN 13
25 Grosvenor St., 2nd Flr.
Toronto M7A 2G8
416-965-2561

The Centre of Forensic Sciences prepares legally admissible evidence for law enforcement officers, attorneys, coroners, etc., by scientific examination of physical objects and materials. The centre also supervises Ontario's breath testing program, acquires and maintains **breathalyzers**, and trains operators (965-9507). A **library** offers **educational** programs and materials for persons and agencies using **forensic science** services.

OFFICE OF THE FIRE MARSHAL SOL GEN 14
ADMINISTRATIVE SERVICES
7 Overlea Blvd., 3rd Flr.
Toronto M4H 1A8
416-965-4868
Fax 416-965-7620

The Administrative Services Section provides financial, human resources, purchasing and general management support services to the Office of the Fire Marshal (OFM). Preparation and monitoring of budgets for thirteen cost centres within Fire Safety Services is coordinated by the section. It is also responsible for the requisitioning, placement, repair/maintenance and retirement of all 220 OFM **vehicles**, and the management of all related vehicle records.

Other services include central filing, inventory control, stock and stationery, supplies and equipment requisitioning, as well as the provision of mail distribution, shipping facilities and staff training and development.

OFFICE OF THE FIRE MARSHAL SOL GEN 15
TECHNICAL, RESEARCH AND CONSULTING SERVICES
7 Overlea Blvd., 3rd Flr.
Toronto M4H 1A8
416-965-4851/55

Technical, Research and Consulting Services provides technical support in the investigation of fires, and **research** aimed at determining causes of fire. This office issues **licences** to installers of **lightning rods** and inspects installations; advises ministries and agencies on, and participates in the development of **fire** legislating standards; assesses results of product tests for fire **safety**; and approves plans for government-funded **buildings**, including institutions and **hotels**. Activities include administering the **Fire Code Commission** and **Ontario Fire Code Regulation 67/87**, made under the Fire Marshals Act, and advising the public, architects, engineers and municipal officials, including fire departments, on fire prevention.

The section is also responsible for monitoring information on the location of licensed users of **radioactive** material in Ontario.

OFFICE OF THE FIRE MARSHAL SOL GEN 16
FIRE INVESTIGATION SERVICES
7 Overlea Blvd., 3rd Flr.
Toronto M4H 1A8
416-965-4861/4865

Fire Investigation Services investigates the causes of **fires** involving a **death** or large loss, a possibility of **arson**, or a **gaseous** explosion, and assists Crown attorneys and coroners dealing with these matters. Telephone numbers for fire investigators and the areas they serve are listed below. If an investigator is not available, notify senior investigators at the Toronto office above during normal business hours. If investigators are required between 1700 hours on Friday and 0800 hours on Monday or on statutory holidays, requests should be directed to the **Regional Dispatch Centres** listed below:

*District No. 1 Cottam*
519-839-4566
Weekends & Holidays
Regional Dispatch Centre
Chatham Fire Department
519-352-3660
(City of Windsor)

*District No. 2 Chatham*
Weekends & Holidays
Regional Dispatch Centre
Chatham Fire Department
519-352-3660
(County of Kent and Essex)

*District No. 3 London*
519-473-9193
Weekends & Holidays
Regional Dispatch Centre
Chatham Fire Department
519-352-3660
(Counties of Elgin, Middlesex and Oxford)

*District No. 4 Hamilton*
Weekends & Holidays
Regional Dispatch Centre
Hamilton Fire Department
416-522-1313
(Brant County, the Region of Haldimand-Norfolk)

*District No. 5 Hamilton*
Weekends & Holidays
Regional Dispatch Centre
Hamilton Fire Department
416-522-1313
(City of Hamilton)

*District No. 6 Grimsby*
416-945-1086
Weekends & Holidays
Regional Dispatch Centre
Hamilton Fire Department
416-522-1313
(Region of Niagara west of Regional Road #24 and the Region of Hamilton-Wentworth outside city of Hamilton)

*District No. 7 St. Catharines*
416-937-0134
Weekends & Holidays
Regional Dispatch Centre
Hamilton Fire Department
416-937-0134
(Region of Niagara east of Regional Road #24)

*District No. 8 Kitchener*
519-741-0062
Weekends & Holidays
Regional Dispatch Centre
City of Chatham Fire Dept.
519-352-3660
(Region of Waterloo, Wellington County south of No. 9 Highway)

*District No. 9 Mount Forest*
519-323-4678
Weekends & Holidays
Regional Dispatch Centre
City of Chatham Fire Dept.
519-352-3660
(Counties of Huron, Bruce, Grey, Perth, Lambton and Wellington north of No. 9 Highway)

*District No. 10 Mississauga*
416-822-0464
Weekends & Holidays
Regional Dispatch Centre
Hamilton Fire Dept.
416-522-1313
(Region of Peel, and Halton)

*District No. 12 Belleville*
613-969-0381
Weekends & Holidays
Regional Dispatch Centre
Kingston Fire Department
613-548-4001
(Counties of Northumberland, Hastings, Victoria, Peterborough and Prince Edward)

*District No. 13 Kingston*
613-389-0839
Weekends & Holidays
Regional Dispatch Centre
Kingston Fire Department
613-548-4001
(Counties of Frontenac, Lennox and Addington, Leeds and Grenville)

*District No. 14 Cornwall*
613-528-4576
Weekends & Holidays
Regional Dispatch Centre
Kingston Fire Department
613-548-4001
(Counties of Prescott & Russell and Stormont, Dundas and Glengarry)

*District No. 15 Ottawa*
613-825-0336
Weekends & Holidays
Regional Dispatch Centre
Kingston Fire Department
613-548-4001
(City of Ottawa)

*District No. 16*
Weekends & Holidays
Regional Dispatch Centre
Sudbury Fire Department
705-674-8160
(County of Simcoe, Districts of Muskoka, Parry Sound, Haliburton and Nipissing South of Highway No. 17)

*District No. 17 Sudbury*
Weekends & Holidays
Regional Dispatch Centre
Sudbury Fire Department
705-969-5630
(District of Nipissing, north of Highway 17, Manitoulin, and Sudbury, south of Highway 560 including the Region of Sudbury)

*District No. 18 Sault Ste. Marie*
705-949-1904
Weekends & Holidays
Regional Dispatch Centre
Sudbury Fire Department
705-674-8160
(District of Algoma)

*District No. 19 Thunder Bay*
807-475-4354
Weekends & Holidays
Regional Dispatch Centre
Sudbury Fire Department
705-475-4354
(Districts of Thunder Bay, Rainy River and Kenora)

*District No. 20 Metropolitan Toronto East of Yonge St. and Region of Durham*
08:00 hours to 16:15 hours
Monday to Friday
416-965-4861
Weekends, Holidays and Evenings
Central Dispatch
Toronto Fire Department
416-363-2138
(Metropolitan Toronto, West of Yonge St. Region of York, West of Hwy. #11.)

*District No. 21 Metropolitan Toronto West of Yonge St., Region of York*
08:00 hours to 16:15 hours
Monday to Friday
416-965-4861
Evenings, Weekends and Holidays
Central Dispatch
Toronto Fire Department
416-363-2138
(Metropolitan Toronto, East of Yonge St. Region of York, East of Hwy. #11 and Region of Durham)

*District No. 22 Timmins*
705-235-2550
Weekends & Holidays
Regional Dispatch Centre
Sudbury Fire Department
705-674-8160
(Districts of Cochrane and Timiskaming, and Sudbury north of Highway 560)

*District No. 23*
Weekends & Holidays
Regional Dispatch Centre
Kingston Fire Department
613-548-4001
(Region of Ottawa-Carleton, excluding the City of Ottawa, Lanark and Renfrew Counties)

OFFICE OF THE FIRE MARSHAL SOL GEN 17
FIRE SAFETY AND INSPECTION SERVICES
7 Overlea Blvd., 3rd Flr.
Toronto M4H 1A8
416-963-1965

Fire Safety and Inspection Services provides **fire** safety, inspection and advisory services to a variety of facilities, including **hotels, homes for special care**, motion picture **theatres, homes for the aged** and **nursing homes**. Not all individual establishments of the types listed are serviced by the Office of the Fire Marshal. In addition, an **Inspection and Public Education Assist Program** is provided for volunteer and small composite fire departments. There are 60 regional offices located throughout the province. For information, call the head office in Toronto at the above number.

OFFICE OF THE FIRE MARSHAL SOL GEN 18
FIRE ADVISORY SERVICES
7 Overlea Blvd., 3rd Flr.
Toronto M4H 1A8
416-965-4857

Fire Advisory Services assists **municipalities** in establishing **fire** departments, conducts fire protection **surveys**, and makes recommendations to municipal councils for improving the standards of fire prevention and fire fighting services. The office prepares fire fighting equipment specifications; assists fire departments in developing and improving their fire prevention and training programs; and develops and monitors **Northern Ontario** fire protection programs, providing related **statistics**.

Fire Advisory Services also administers the **Provincial Auto Extrication Grant Program** to assist municipalities in purchasing equipment for rescuing traffic **accidents** victims. Training in hazardrous materials and advice on response incidents are provided to fire department personnel.

*Headquarters*
7 Overlea Blvd.
**Toronto M4H 1A8**
416-965-4857
Fax 416-965-7620

*Northern Fire Protection Complex*
Provincial Government Offices Rd.
P. O. Box 2220
**Sudbury P3A 4S1**
705-522-5866
Fax 416-522-8635
(Unorganized Communities and Sudbury District and Manitoulin District)

*Barrie District*
11 Maplegate Dr.
P. O. Box 24
**Wyevale L0L 2T0**
705-322-0926
(County of Simcoe District of Muskoka)

*Belleville District*
40 St. Lawrence St., W.
**Madoc K0K 2K0**
613-473-5351
(Counties of Hastings, Northumberland & Prince Edward)

*Chatham District*
120 Llydican Ave. Extn.
**Chatham N7L 3E6**
519-351-6227
(Counties of Essex, Kent & Lambton)

*Dryden District*
12 Sandy Lane
**Dryden P8N 3A5**
807-223-2559
(District of Kenora)

*Fort Francis District*
1029 Portage Ave.
**Fort Francis P9A 2B1**
807-274-6886
(District of S/W Kenora and Rainy River)

*Kapuskasing District*
27 Golf St.
**Kapuskasing P5N 2N5**
705-335-6685
(District of Cochrane)

*Kingston District*
612 Davis Dr.
**Kingston K7M 7P1**
613-384-1315
(Counties of Frontenac, Leeds & Grenville, Lennox & Addington)

*London District*
543 Deveron Cres.
**London N5Z 4N2**
519-649-7939
(Counties of Elgin, Huron & Middlesex)

*New Liskeard District*
Box 2502, Conc. 2
Harris Twp.
**New Liskeard P0J 1P0**
705-647-4935
(District of Timiskaming)

*Simcoe District*
11 Charles St.
**Simcoe N3Y 1Z5**
519-426-8112
(Regions of Haldimand-Norfolk, Hamilton-Wentworth, Niagara & County of Brant)

*North Bay District*
737 Tackaberry Dr.
**North Bay P1B 4R7**
705-476-8868
(District of Nipissing)

*Ottawa District*
349 Montgomery St.
**Vanier K1L 7X1**
613-749-4401
(Region of Ottawa, Counties of Prescott & Russell, & Stormont, Dundas & Glengarry)

*Owen Sound District*
R. R. 2
**Kemble N0H 1S0**
519-371-4311
(Counties of Bruce, Dufferin & Grey)

*Parry Sound District*
5 Waubuno Rd.
**Parry Sound P2A 2B3**
705-746-4827
(District of Parry Sound)

*Peterborough District*
Fairbairn St., R. R. 2
**Peterborough K9J 6X3**
705-748-5062
(Region of Durham, Counties of Haliburton, Peterborough & Victoria)

*Renfrew District*
863 Kedrosky Dr.
**Renfrew K7V 4C8**
613-432-8674
(Counties of Lanark & Renfrew)

*Sault Ste. Marie District*
185 Caddy Ave.
**Sault Ste. Marie P6A 6H7**
705-945-9120
(District of Algoma)

*Thunder Bay District*
113 Dorothy St.
**Thunder Bay P0T 1W0**
807-475-9455
(District of Thunder Bay)

*Waterloo District*
617 Pine Island Cres.
**Waterloo N2V 1M5**
519-885-5988
(Region of Waterloo, Counties of Perth, Wellington and Oxford)

*York-Metro District*
357 Harewood Blvd.
**Newmarket L3Y 6S5**
416-898-6304
(Regions of Metropolitan Toronto, York, Halton & Peel)

OFFICE OF THE FIRE MARSHAL — SOL GEN 19
PUBLIC INFORMATION
7 Overlea Blvd., 3rd Flr.
Toronto M4H 1A8
416-965-4871

The Public Information Unit provides **information services** on **fire** prevention and public **safety**. Articles and information are released to the news media, and **municipal** fire departments are supplied with technical, legal and educational publications for public distribution. The unit also publishes fire loss **statistics**, and makes **films** and **audio-visual** materials available to community groups, corporations, fire departments and interested members of the public.

OFFICE OF THE FIRE MARSHAL — SOL GEN 20
STATISTICAL SERVICES
7 Overlea Blvd., 3rd Flr.
Toronto M4H 1A8
416-965-5524

Statistical Services compiles information from approximately fifteen thousand occurrence reports, comprised of fire, vehicle, response and casualty records, received each month from all the fire departments in Ontario. The information is keyed and transmitted on a monthly basis to a central **computer** system which provides **statistical** and investigative information to fire investigators, insurance companies, other government agencies, news media, private companies and all fire departments in Ontario. The data is also used to compile **"Fire Losses in Ontario", published** annually.

OFFICE OF THE FIRE MARSHAL — SOL GEN 21
ONTARIO FIRE COLLEGE
Muskoka Rd. 18
P. O. Box 850
Gravenhurst P0C 1G0
705-687-2294 General Inquiry
705-687-2294 Principal
705-687-3419 Registrar
Fax 705-687-7911

The Ontario Fire College offers in-residence courses of study in fire protection technology to **municipal fire** department officers. Together with Fire Advisory Services, the college conducts regional training for municipal fire fighters in the basic skills of fire prevention and fire fighting. Curriculum assistance in the development of fire fighter training programs is offered to county mutual fire aid associations.

OFFICE OF THE CHIEF CORONER SOL GEN 22
26 Grenville St., 2nd Flr.
Toronto M7A 2G9
416-965-6678
Fax 416-324-3766
After Hours: 416-965-6006

**Coroners** investigate sudden and unexpected **deaths**; inform the public about prevention of similar deaths; order **autopsies** for medico-legal reasons; conduct **inquests**; and sign certificates for **cremation** and for shipment of bodies out of Ontario. The office administers the **Human Tissue Gift Act** and the **Anatomy Act**, concerning donation of **bodies** or parts of bodies for transplants, medical education or scientific research. Adults may give consent by signing the donor section of **driver licences** or a donor card available from the Office of the Chief Coroner; orally, during last illness in the presence of at least two witnesses; or in writing. The office inspects **schools** of anatomy in Ontario, and supplies them with donated or unclaimed bodies. For information, contact the Office of the Chief Coroner listed above or regional coroners listed below.

*Regional Coroner*
General Delivery
P. O. Box 10027
**Bracebridge P0B 1C0**
Fax 705-645-9926
(Northeastern)

*Regional Coroner*
P. O. Box 3000
**Dryden P8N 3B3**
807-223-6956
(Northwestern Region)

*Regional Coroner*
1500 Merivale Rd.
**Nepean K2E 6Z5**
613-239-1251
(Eastern Region)

*Regional Coroner*
P. O. Box 2297
**Orillia L3V 6S2**
705-326-8400
(South Georgian Bay Region)

*Regional Coroner*
555 George St. N.
**Peterborough K9H 3S1**
705-745-9887
(Central Region)

*Regional Coroner*
P. O. Box 604
**Sarnia N7T 7J4**
519-344-1180
(Southwestern Region)

*Regional Coroner*
P. O. Box 580
**St. Catharines L2R 6W8**
416-682-9209
(Niagara Region)

*Regional Coroner*
26 Grenville St.
**Toronto M7A 2G9**
416-965-6678
(Metro Toronto Region)

FORENSIC PATHOLOGY BRANCH SOL GEN 23
26 Grenville St.
Toronto M7A 2G9
416-965-1554

The Forensic Pathology Branch assists in determining the cause of **death** in unusual circumstances, and in unveiling concealed homicides through **autopsies**, biological and other techniques of **forensic science**. The branch supervises regional pathologists, who are not necessarily employed by the government but are called upon by coroners, when necessary, to

perform forensic investigations. Support is provided for pathologists' and law enforcement officers' continuing **education** in legal medicine and investigation of sudden death.

## POLICING SERVICES DIVISION

POLICING SERVICES DIVISION SOL GEN 24
25 Grosvenor St., 9th Flr.
Toronto M7A 2H3
416-965-6071
Fax 416-963-2089

The Policing Services Division is responsible for promoting policing excellence through training, technical assistance, the development of professional standards and new programs, and for providing an advisory and liaison service to the police community. The adequacy of these programs and the quality of municipal police service in Ontario are ensured by conducting audits and investigations. Law enforcement is assisted by the maintenance of the **Criminal Intelligence Service of Ontario**.

ONTARIO POLICE COLLEGE SOL GEN 25
P. O. Box 1190
Aylmer N5H 2T2
519-773-5361
Fax 416-773-5762

The Ontario Police College is designed to provide a complete training program for Ontario **police** forces, from probationary constable through supervisory and management levels. Specialized training courses are offered in all situations where a need is demonstrated. In addition, the college develops programs to coordinate and complement in-service training undertaken at the individual force level. Distribution of annual publications (e.g., Calendar of Courses, Police **Education** Report, etc.) is restricted to those police forces, agencies, ministries, etc., interested in the training of law enforcement and related enforcement personnel.

POLICE SUPPORT PROGRAMS BRANCH SOL GEN 26
25 Grosvenor St., 9th Flr.
Toronto M7A 2H3
416-965-6071
Fax 416-963-2089

The Police Support Programs Branch serves as the operational arm of the Policing Services Division. Branch officers carry out regular inspections of all **municipal** forces to ensure operational and administrative adequacy, as required by the **Police Act** of Ontario. A wide range of advisory services on all **police** matters is available to governing authorities and their respective police forces.

STANDARDS AND NEW PROGRAMS BRANCH SOL GEN 27
25 Grosvenor St., 9th Flr.
Toronto M7A 2H3
416-965-6071
Fax 416-963-2089

The branch provides a variety of support services with regard to information, statistics, workload studies and resources assessment in municipal police forces. The Program Devel-

opment Section, within the branch, provides a range of community-based initiatives such as crime prevention, Reduced Impaired Driving Everywhere **RIDE**, and community policing.

The Standards Section promotes the development of standards of performance, practices and procedures for police forces in Ontario.

TECHNICAL SERVICES BRANCH SOL GEN 28
25 Grosvenor St., 9th Flr.
Toronto M7A 2H3
416-965-3281
Fax 416-963-2089

The Technical Services Branch provides technical support and advice to all accredited police forces through the Operational Support Services Unit. The unit manages the operation of selected **police** support systems such as the **Canadian Police Information Centre (CPIC).**

INFORMATION TECHNOLOGY DIVISION SOL GEN 29
76 College St., 5th Flr.
Toronto M5G 1L1
416-965-5127

The Information Technology Division is responsible for the promotion, maintenance and operation of information technology to increase the efficiency and effectiveness of the Ministry and the client group it serves, through proper deployment and utilization of information technology resources.

**ONTARIO PROVINCIAL POLICE**

PROFESSIONAL STANDARDS BRANCH SOL GEN 30
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-2264

The Professional Standards Branch assists the Commissioner in administering internal **employee** issues, discipline procedures, and resolution of **public complaints** (965-0282) relating to Ontario Provincial Police employees, auxiliary **police** members, **Ontario Government Protective Service** employees and Indian reserve special constables. The branch also investigates **Police Act** offences (965-0282), prepares Police Act **trials**, and administers the OPP honours and **awards** program (965-4406).

MEDIA RELATIONS BRANCH SOL GEN 31
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-3900

Media Relations Branch provides media outlets with a contact point for inquiries and information on the Ontario Provincial **Police**. It issues news releases, arranges news conferences and liaises between OPP members and the media. The branch also designs programs for better communication with the media, advises senior OPP management on media issues, and formulates media training sessions for members. The OPP Review magazine, intended for in-house distribution, is produced by this branch.

## DEPUTY COMMISSIONER-SERVICES

POLICY AND PLANNING BRANCH SOL GEN 32
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-2542

The Policy and Planning Branch provides management and operational research, and developmental support to Ontario Provincial Police (OPP) management and the Ministry in the areas of policy and procedures, manual systems and **statistical** analysis. The branch also maintains the Central **Library**, located at General Headquarters.

## ADMINISTRATIVE SERVICES DIVISION

PROGRAM EVALUATION BRANCH SOL GEN 33
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-4434

The Program Evaluation Branch conducts comprehensive **audits** of the programs and activities of the Ontario Provincial Police (OPP). This ensures that the aims of senior management are being met through effective and efficient utilization of resources. The branch also undertakes special studies, assignments and inspections.

TRAINING BRANCH SOL GEN 34
PROVINCIAL POLICE ACADEMY
Queen St. W. & McLaughlin Rd. S.
P. O. Box 266
Brampton L6V 2L1
416-459-4193
416-965-4818
416-965-4904

The Training Branch is responsible for the design and delivery of **police** training courses (not otherwise provided by the Ontario Police College), including recruitment, orientation, advanced law enforcement and management, to all levels of the Ontario Provincial Police (OPP) Force. The branch also offers a wide range of specialized training courses on tactics, search and rescue, marine, crowd management, scuba, motorcycles, explosives disposal, and police dogs; gives in-service lectures for field personnel; and coordinates the attendance of all members at training courses conducted by other agencies. The Academy has a **library** service for members, and an **audio-visual** unit which produces a variety of programs for the OPP. In addition, the Training Branch ensures that Ontario Government priorities such as multiculturalism, employment equity and other programs, are immediately reflected in existing training courses and/or seminars.

STAFF SERVICES BRANCH SOL GEN 35
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-4468

The Staff Services Branch administers personnel services to the Ontario Provincial **Police** (OPP). The Uniform Recruitment Section (965-4468) handles uniformed staff recruitment. The Staff Development Section (965-4468) provides staff development, management training courses, promotional process performance reviews and position description maintenance. The Resource Deployment Section (965-8219) coordinates postings and transfers within the force, maintains a computerized human resource inventory, and handles statistics and uniformed staff personnel records. The Staff Relations Section (965-4468) offers service to OPP staff and families, counsels employees with problems affecting performance, and liaises with the **Ontario Provincial Police Association**. An **Employment Equity** Section strictly for the OPP, has become part of this branch.

**SUPPORT SERVICES DIVISION**

TRANSPORT AND SUPPLY BRANCH SOL GEN 36
ONTARIO PROVINCIAL POLICE
128 Queen's Quay E.
Toronto M5E 1T8
416-965-4477 Transport
416-965-4485 Supply
Fax 416-324-4480

The Transport and Supply Branch provides and maintains mobile equipment to meet Ontario Provincial **Police** (OPP) **transportation** needs. A branch garage is located at the OPP district headquarters in Thunder Bay (807-344-6831). A helicopter hangar is maintained at the Academy in Brampton (416-965-4818). For addresses of OPP district headquarters, see the OPP Field Districts entry. Transport and Supply Branch also stocks and distributes uniforms, equipment, and forms used by the Ontario Provincial Police, the **Ontario Government Protective Service**, Native peoples policing and auxiliary police. A repository is maintained for **weapons** which have been seized by police forces throughout the province, and cleared by the courts for disposal.

SYSTEMS SUPPORT BRANCH SOL GEN 37
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-2638 Computer operations
416-965-4445 Telecommunications operations

The Systems Support Branch provides operational support to the Ontario Provincial Police (OPP), and other law enforcement agencies, through the maintenance, operation and delivery of computing and telecommunications equipment, user programs and related support services. The branch also provides for the Ontario Municipal and Provincial Police Automated Cooperative (OMPPAC) implementation, support and training for the OPP.

Responsibility for all aspects of the Ontario Police Information Centre (OPIC) rests with the branch. It manages the Ontario Criminal Intelligence Information System (OCIIS) on behalf of Criminal Intelligence Services of Ontario (CISO). The branch also provides the OPP with a **communications** system by operating the OPP **radio** system, the **Canadian Police Informa-**

**tion Centre (CPIC)** computer terminals (965-4773) and the **Police Automated Registration Information System (PARIS)**. Maintenance and auditing of these systems, improvement of the radio system, and coordination of all **telephone** requirements are performed by the branch. It houses the **Suspension Control Centre**, which provides driver licence suspension information to police forces within the province.

RECORDS AND REGISTRATION BRANCH SOL GEN 38
ONTARIO PROVINCIAL POLICE

Records Section
90 Harbour St.
Toronto M7A 2S1
416-965-4456

Registration Section
125 Lakeshore Blvd.
Toronto M5E 1P6
416-965-6429

The Records and Registration Branch maintains administrative files, and provides microfilming, varityping, printing and mail services for the OPP. The Special Records Unit publishes special occurrence circulars, crime index bulletins and other special records for the OPP. It also handles enquiries received at General Headquarters on records held by the OPP and other police agencies. The branch contains the Firearms Section and the Private Investigators and Security Guards Section.

RECORDS AND REGISTRATION BRANCH SOL GEN 39
CHIEF PROVINCIAL FIREARMS OFFICE
ONTARIO PROVINCIAL POLICE
125 Lakeshore Blvd. E.
Toronto M5E 1P6
416-965-5525/4488

Mailing Address:
90 Harbour St.
Toronto M7A 2S1

The Chief Provincial Firearms Officer, who represents the Solicitor General in all **firearms** matters, administers Canada's gun control program in Ontario. Responsibilities include operating the **Firearms Business Permit System** (inspection and **licensing** of all outlets buying, selling or manufacturing restricted and non-restricted weapons and **ammunition**); coordinating the **Firearms Acquisition Certificate System** for the province; and inspecting **shooting clubs** that have applied for the Solicitor General's approval pursuant to the Criminal Code (Canada). The office is also responsible for issuing **permits** to carry restricted weapons in Ontario, as outlined in the Criminal Code (Canada). Firearms acquisition certificates and permits to **transport** restricted weapons are issued by municipal police forces in municipalities with populations exceeding 15,000. In smaller communities, this function is the responsibility of the local Ontario Provincial Police (OPP) Detachment, listed under the OPP Field Districts entry.

*Registration Branch*
*Chief Provincial Firearms Office*
*Ontario Provincial Police*
985 Adelaide St. S.
**London N6E 1W1**
519-685-3713
(London Unit)

*Registration Branch*
*Chief Provincial Firearms Office*
*Ontario Provincial Police*
740 Great Northern Road
Box 399
**Sault Ste. Marie P6A 5M1**
705-942-5151
(Sault Ste. Marie Unit)

*Registration Branch*
*Chief Provincial Firearms Office*
*Ontario Provincial Police*
937 Teron Rd., P. O. Box 13490
**Kanata K2K 1X6**
613-592-6061
(Ottawa Unit)

RECORDS AND REGISTRATION BRANCH — SOL GEN 40
PRIVATE INVESTIGATORS AND SECURITY GUARDS SECTION
ONTARIO PROVINCIAL POLICE
125 Lakeshore Blvd. E.
Toronto M5E 1P6
416-965-5814

Mailing Address:
90 Harbour Street
Toronto M7A 2S1

This office administers and enforces the provisions of the Private Investigators and Security Guards Act. The Registrar (965-3038) approves the **licensing** of persons and agencies that provide the services of private investigators and **security** guards. The Investigative Unit (965-5001) investigates complaints under the Private Investigators and Security Guards Act.

**DEPUTY COMMISSIONER-FIELD OPERATIONS**
**FIELD SUPPORT DIVISION**

FIELD COORDINATION BRANCH — SOL GEN 41
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-4890

The Field Coordination Branch provides coordination and liaison for the Field Operations Division and 16 districts. The branch consists of three sections, Administration Section, Emergency Response Section and Operations Section.

FIELD COORDINATION BRANCH SOL GEN 42
ADMINISTRATION SECTION
ONTARIO PROVINCIAL POLICE
90 Harbour St., 3rd Flr.
Toronto M7A 2S1
416-965-8139

This section contains three support units, Administration Support Unit, Research and Analysis Unit, and the Special Events Unit.

FIELD COORDINATION BRANCH SOL GEN 43
EMERGENCY RESPONSE SECTION
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-4400

The Emergency Response Section monitors the training and operational aspects of the OPP Tactics and Rescue Units, Search and Rescue Units, Crowd Management, Incident Commanders, Crisis Negotiators and Emergency Planning.

FIELD COORDINATION BRANCH SOL GEN 44
OPERATIONS SECTION
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-4474

The Operations Section contains the Community Policing Services Unit which develops and administers **crime** prevention and **safety** programs for the Ontario Provincial Police. This section also contains the Citizen Support Unit, Auxiliary Police Unit, Helicopter Maintenance, Helicopter Operations, the Explosives Disposal Unit, the Canine Unit and the Underwater Search and Rescue Unit.

TRAFFIC AND MARINE BRANCH SOL GEN 45
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-5444

The Traffic and Marine Branch provides traffic resource expertise for the Ontario Provincial Police (OPP) and other police forces. Investigations of serious **motor vehicle** collisions are monitored to ascertain **accident** causation and determine means to make **highways** safer. The branch develops, coordinates and maintains effective and efficient **traffic** enforcement programs to reduce traffic collisions and associated losses.

Branch responsibilities include enforcing the Transportation of **Dangerous Goods Enforcement Program**, managing the **Waterways Policing Program**, and liaising with the Ministry of Natural Resources and the Canadian Coast Guard on marine matters within the province.

District headquarters and detachments are listed under the OPP Field Districts entry. In case of an emergency, the OPP can be contacted through the telephone operator by asking for Zenith 50000.

FIRST NATIONS AND CONTRACT POLICING BRANCH — SOL GEN 46
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-4308

The First Nations and Contract Policing Branch is responsible for First Nations policing in Ontario, as well as, **municipal policing** contracts. Programs include the appointment of First Nations constables, at the request of **Indian Band Councils**, to supplement the policing on their particular First Nations Territory. The Ontario Provincial Police (OPP) administer the training, salary and equipment of First Nations constables through the provisions of a **federal-provincial tri-partite** cost-sharing agreement. Municipal policing agreements are drawn up between various municipalities and the Ministry of the Solicitor General. District headquarters and detachments are listed in the OPP field districts entry.

FIELD DISTRICTS — SOL GEN 47
ONTARIO PROVINCIAL POLICE

Ontario Provincial Police (**OPP**) field operations are undertaken through 16 districts and 180 detachments, listed below. The district commander is responsible for OPP activities within each district, and heads an internal administration unit. Each district headquarters has **criminal**, **traffic** and **identification** units and a community services coordinator. With the exception of the community services coordinator, district headquarters personnel primarily offer internal supervision and support for the OPP detachments.

Detachment personnel provide enforcement and investigative **policing** services within their particular detachment area. In **emergencies**, the OPP can be contacted through the telephone operator by asking for Zenith 50000.

**DISTRICT HEADQUARTERS**

800 Yonge St.
P. O. Box 2500
**Aurora L4G 6J8**
416-841-5777
Fax 416-841-7888
(District 5)

20 Rose St.
Box 550
**Barrie L4M 4T7**
705-726-2220
Fax 705-726-7972
(District 7)

400 North Front St.
Box 148
**Belleville K8N 4Z9**
613-968-5547
Fax 613-968-2231
(District 9)

1160 North Shore Blvd. E.
Box 5021
**Burlington L7R 3Y8**
416-681-2591
Fax 416-333-3760
(District 3)

317 Queen St.
BOX 990
**Chatham N7M 5L6**
519-352-7660
Fax 519-352-8591
(District 1)

222 Water St.
Box 1080
**Kenora P9N 3X7**
807-468-3357
Fax 807-468-4264
(District 17)

823 Exeter Rd.
**London N6E 1W1**
519-681-0851
Fax 519-685-5683
TDD 1-800-265-7198
If long distance dial
1-800-265-7191 (emergencies)
(District 2)

Mille Roches Rd.
Box 430
**Long Sault K0C 1P0**
613-534-2209
Fax 613-534-8176
(District 11)

630 Main St. N.
Box 250
**Mount Forest N0G 2L0**
519-323-4070
Fax 519-323-3876
(District 6)

Chippewa & Rose Ave.
Box 686
**North Bay P1B 8J8**
705-476-5200
Fax 705-476-9291
(District 12)

75 Dufferin St.
Box 160
**Perth K7H 3E3**
613-267-6780
Fax 613-267-3524
(District 10)

453 Lansdowne St. E.
Box 477
**Peterborough K9J 6Z6**
705-748-5522
Fax 705-748-5087
(District 8)

740 Great Northern Rd.
Box 399
**Sault Ste. Marie P6A 5M1**
705-254-4361
Fax 705-759-7940
(District 14)

Hwy. 101
Box 700
**South Porcupine P0N 1H0**
705-235-3255
Fax 705-235-2011
(District 15)

Hwy. 69 S., McFarlane Lake
Box 6600, Postal Stn. "A"
**Sudbury P3A 4S2**
705-522-0629
Fax 705-522-9180
(District 13)

489 N. Algoma St.
Box 3080
**Thunder Bay P7B 5G5**
807-344-0891
Fax 807-345-5013
(District 16)

**DETACHMENTS**

Box 965
**Alliston L0M 1A0**
705-435-5531

Box 640
**Almonte K0A 1A0**
613-256-2222

*Malden Twp. Detachment*
Box 23
**Amherstburg N9V 2Z2**
519-736-3483

Loyalist Plaza
3 Manitou Cres. W.
**Amherstview K7N 1S3**
613-389-8601

Box 10
**Apsley K0L 1A0**
705-656-4431

Box 10
**Armstrong P0T 1A0**
807-583-2394

Town Hall, Box 337
**Arnprior K7S 3H6**
613-623-3131

Box 130
**Atikokan P0T 1C0**
807-597-2120

800 Yonge St.
P. O. Box 2500
**Aurora L4G 6J8**
416-841-5777

Box 281
**Bala P0C 1A0**
705-762-3304

Box 640
**Bancroft K0L 1C0**
613-332-2112

Box 550
**Barrie L4M 4T7**
705-726-6484

Box 180
**Beardmore P0T 1G0**
807-875-2125

Box 860
**Beaverton L0K 1A0**
705-426-7366

Box 308
**Belle River N0R 1A0**
519-728-1810

Belleway Mall
R. R. 5
Compartment 8
**Belleville K8N 4Z5**
613-968-6495

Box 387
**Blenheim N0P 1A0**
519-676-3300

Box 400
**Blind River P0R 1B0**
705-356-2244

Box 510
**Bracebridge P0B 1C0**
705-645-2211

Box 220
**Bradford L3Z 2A8**
416-775-3326
Fax 416-775-4523

Box 334
**Brantford N3T 5N3**
519-753-4161

Box 117
**Brighton K0K 1H0**
613-475-1313

*Still River Detachment*
Box 130
**Britt P0G 1A0**
705-383-2231
Fax 705-383-2516

Box 636
**Brockville K6V 5V8**
613-345-1790

Box 514
**Burk's Falls P0A 1C0**
705-382-2015

Box 5021
**Burlington L7R 3Y8**
416-681-2511

General Delivery
**Caledon East L0N 1E0**
416-584-2241
416-454-0552

Box 2280
R. R. 21
**Cambridge N3C 3P8**
519-654-0150

Box 790
**Campbellford K0L 1L0**
705-653-3300

*West Carleton Detachment*
Box 98
**Carp K0A 1L0**
613-839-5566

Box 337
**Casselman K0A 1M0**
613-764-5415

Box 148
**Cayuga N0A 1E0**
416-772-3322
416-529-8708

Box 70
Central Patricia
**Pickle Lake P0V 3A0**
807-928-2211

Box 250
**Chapleau P0M 1K0**
705-864-1715

Box 990
**Chatham N7M 5L6**
519-352-1122

Box 329
**Coboconk K0M 1K0**
705-454-3311

Box 8
**Cobourg K9A 4K2**
416-372-5421

Box 98
**Cochrane P0L 1C0**
705-272-4391

Box 340
**Dowling P0M 1R0**
705-855-4525

Box 550
**Dryden P8N 2Z2**
807-223-2221

Box 9
**Dutton N0L 1J0**
519-762-2833

Box 126
**Ear Falls P0V 1T0**
807-222-3112

Third St.
**Elk Lake P0J 1G0**
705-678-2226
Fax 705-678-2267

6 Oakland Blvd.
**Elliot Lake P5A 2T1**
705-848-2738
705-848-6585

Box 189
**Elmvale L0L 1P0**
705-322-2424
Fax 705-322-2264

Box 353
**Emo P0W 1E0**
807-482-2070

Box 1019
**Englehart P0J 1H0**
705-544-2233
Fax 705-544-8188

Box 1123
**Espanola P0P 1C0**
705-869-1211

Box 910
**Essex N8M 2Y2**
519-776-5276
Fax 519-776-5276 Ext. 3197

245 Main St., N
**Exeter N0M 1S3**
519-235-1300

Box 160
**Foleyet P0M 1T0**
705-899-2456
Fax 705-899-2366

Box 130
**Forest N0N 1J0**
519-786-2349
Fax 519-786-2349 Ext. 3797

Box 130
**Gananoque K7G 2T7**
613-382-2195

**Geraldton P0T 1M0**
807-854-1333

Box 306
**Glencoe N0L 1M0**
519-287-2620

Box 6
**Goderich N7A 3Y5**
519-524-8314

Box 40
**Gogama P0M 1W0**
705-894-2345
Fax 705-894-2391

Box 224
**Gore Bay P0P 1H0**
705-282-2621

*Pinery Park Detachment*
Box 460
**Grand Bend N0M 1T0**
519-243-2735

General Delivery
**Grassy Narrows P0X 1B0**
807-925-2221

218 Bristol St.
**Guelph N1H 3M4**
519-822-7250

Box 458
**Haileybury P0J 1K0**
705-672-3323

Box 305
**Hawkesbury K6A 2R9**
613-632-2729

Box 608
**Hearst P0L 1N0**
705-362-4245

Box 10
**Hornepayne P0M 1Z0**
807-868-2315/19

Box 1056
**Huntsville P0A 1K0**
705-789-5551

Box 158
**Ignace P0T 1T0**
807-934-2265

Box 388
**Iroquois Falls P0K 1E0**
705-232-4087
Fax 705-232-5486

Box 10
**Kakabeka Falls P0T 1W0**
807-473-9226

Box 10
**Kaladar K0H 1Z0**
613-336-2244
Fax 613-336-8404

*Shabaqua Detachment*
R. R. 2
**Kaministiquia P0T 1X0**
807-933-4462

Box 13490
**Kanata K2K 1X6**
613-592-6061

Box 277
**Kapuskasing P5N 2Y4**
705-335-2238

Box 160
**Kemptville K0G 1J0**
613-258-3441

Box 1080
**Kenora P9N 3X7**
807-468-8971

Hwy. 60, R. R. 2
**Killaloe K0J 2A0**
613-757-2600

St. Charles St.
**Killarney P0M 2A0**
705-287-2881

Box 40
**Kincardine N2Z 2Y6**
519-396-3341

500 O'Connor Dr.
Box 37, Stn. "A"
**Kingston K7M 6P9**
613-384-2400

*Kingston Municipal Detachment*
Box37, Stn. "A"
500 O'Connor Dr.
**Kingston K7M 6P9**
613-384-4700

*Gosfield South Twp. Detachment*
2021 Division Rd. N.
**Kingsville N9Y 2Y9**
519-733-2345

Box 246
**Kirkland Lake P2N 3H7**
705-567-5355

Box 160
**Lancaster K0C 1N0**
613-347-2449

21 Angeline St. N.
**Lindsay K9V 5B7**
705-324-6741

Box 70
**Lion's Head N0H 1W0**
519-793-3332

Box 160
**Listowel N4W 3H2**
519-291-1414

Box 490
**Little Current P0P 1K0**
705-368-2200

823 Exeter Rd.
**London N6E 1W1**
519-681-0300

Box 430
**Long Sault K0C 1P0**
613-534-2223

Box 218
**Longlac P0T 2A0**
807-876-2249

Box 269
**Lucan N0M 2J0**
519-227-4423
Fax 519-227-1779

Box 490
**Madoc K0K 2K0**
613-473-4234
Fax 613-473-4651

**Manitouwadge P0T 2C0**
807-826-4641
Fax 807-826-3835

Box 39
**Manitowaning P0P 1N0**
705-859-3155
Fax 705-859-3157

Box 909
**Manotick K0A 2N0**
613-692-2525
613-692-2813

Box 490
**Marathon P0T 2E0**
807-229-0220

Box 433
**Markdale N0C 1H0**
519-986-2211

Box 602
**Matheson P0K 1N0**
705-273-2213

770 John St.
**Mattawa P0H 1V0**
705-744-5503

Box 430
**Maxville K0C 1T0**
613-527-2124

Box 1028
**Meaford N0H 1Y0**
519-538-1220

Box 27
**Merlin N0P 1W0**
519-689-4254

Box 250
**Midland L4R 4K8**
705-526-3761

Box 130
**Millbrook L0A 1G0**
705-932-2913

203 Steeles Ave.
**Milton L9T 1Y1**
416-878-2307

Box 1
**Minaki P0X 1J0**
807-224-3341

Box 188
**Mindemoya P0P 1S0**
705-377-5386
Fax 705-377-4799

Box 58
**Minden K0M 2K0**
705-286-1431

*Port Credit Detachment*
49 S. Service Rd.
**Mississauga L5G 2R8**
416-278-6131

Box 278
**Moosonee P0L 1Y0**
705-336-2320
Fax 705-336-2443

Box 855
**Morrisburg K0C 1X0**
613-543-2949

Box 3250
**Mount Forest N0G 2L0**
519-323-3130

Box 360
**Nakina P0T 2H0**
807-329-5364

470 Centre St.
**Napanee K7R 1P8**
613-354-3369/2123

Box 280
**Newcastle L0A 1H0**
416-987-4060

Box 358
**Niagara Falls L2E 6T8**
416-356-1311

R. R. 1
**Nipigon P0T 2J0**
807-887-2637

Box 96
**Noelville P0M 2N0**
705-898-2211
Fax 705-898-2121

Box 686
Chippewa & Rose Ave.
**North Bay P1B 8J8**
705-495-3878
Fax 705-476-9291

Northeast Patrol Unit
Box 128
**Sioux Lookout P0V 2T0**
807-737-1383

Box 206
**Orillia L3V 6J3**
705-326-3536

Ottawa Detachment
Box 13490
**Kanata K2K 1X6**
613-828-9171
Fax 613-592-2982

Box 486
**Owen Sound N4K 5P7**
519-376-3433

Box 67
**Parkhill N0M 2K0**
519-294-6242

Box 458
**Parry Sound P2A 2X5**
705-746-4225

Box 185
**Pembroke K8A 6K3**
613-735-0188

Box 160
**Perth K7H 3E3**
613-267-2626

Box 477
**Peterborough K9J 6Z6**
705-742-0401

Box 400
**Petrolia N0N 1R0**
519-882-1011
Fax 519-882-1011 Ext. 3597

Box 1490
**Picton K0K 2T0**
613-476-2151
Fax 613-476-8365

*Norfolk Detachment*
Box 68
**Port Rowan N0E 1M0**
519-586-3526
519-875-2980

Box 99
**Powassan P0H 1Z0**
705-724-2016
Fax 705-724-3266

Box 399
**Prescott KOE 1T0**
613-925-4221

Box 10
**Rainy River P0W 1L0**
807-852-3271

Howey St.
**Red Lake P0V 2M0**
807-727-2418

532 Stewart St. N.
**Renfrew K7V 1Y6**
613-432-5811

Box 730
**Ridgetown N0P 2C0**
519-674-5496

350 Springfield Rd.
Rockcliffe Park
**Ottawa K1M 0K7**
613-749-9220
Fax 613-749-0127

Box 520
**Rockland K0A 3A0**
613-446-5124

Box 149
**Rolphton K0J 2H0**
613-586-2283

Box 173
**St. Thomas N5P 3T7**
519-631-2920

Box 399
740 Great Northern Rd.
**Sault Ste. Marie P6A 5M1**
705-759-1100

Box 400
**Schreiber P0T 2S0**
807-824-2333

Box 38
**Sebringville N0K 1X0**
519-393-6123

Box 220
**Sharbot Lake K0H 2P0**
613-279-2195

Box 519
**Shelburne L0N 1S0**
519-925-3838

Box 738
**Simcoe N3Y 4T2**
519-426-3434

Box 128
**Sioux Lookout P0V 2T0**
807-737-2020

Box 355
**Sioux Narrows P0X 1N0**
807-226-5211

Box 880
**Smooth Rock Falls P0L 2B0**
705-338-2711
Fax 705-338-2957

Box 130
**Sombra N0P 2H0**
519-892-3404

Box 700
**South Porcupine P0N 1H0**
705-235-3345
Fax 705-235-2011

Box 220
**Spanish P0P 2A0**
705-844-2424
Fax 705-844-2326

Box 970
**Stayner L0M 1S0**
705-428-3134
Fax 705-428-4523

Box 69
**Strathroy N7G 3J1**
519-245-2323
Fax 519-245-4470

Box 1000
**Sturgeon Falls P0H 2G0**
705-753-2990

Box 6600
Hwy. 69 S., McFarlane Lake
**Sudbury P3A 4S2**
705-522-3388

917 Lesperance Rd.
**Tecumseh N8N 1W9**
519-735-2424

Box 340
**Temagami P0H 2H0**
705-569-3633
Fax 705-569-2843

Box 160
**Thessalon P0R 1L0**
705-842-3243

Box 3080
**Thunder Bay P7B 5G5**
807-344-8421

Box 96
**Tillsonburg N4G 4H3**
519-842-3633

*Downsview Detachment*
300 Falstaff Ave.
**Toronto M6L 2G1**
416-235-4981

**Upsala P0T 2Y0**
807-986-2211
Fax 807-986-2227

Highway 17
**Vermilion Bay P0V 2V0**
807-227-2024

Box 159
**Virginiatown P0K 1X0**
705-634-2151
Fax 705-634-2245

Box 247
**Walkerton N0G 2V0**
519-881-3130

805 Murray St.
**Wallaceburg N8A 1W5**
519-627-1401

Box 100
**Warren P0H 2N0**
705-967-2913
Fax 705-967-2036

Box 140
**Wasaga Beach L0L 2P0**
705-429-3575

Box 19
**Wawa P0S 1K0**
705-856-2233

Box 99
**Welland L3B 5P2**
416-732-1368

Box 31
**Westport K0G 1X0**
613-273-2812

Box 81
**Wheatley N0P 2P0**
519-825-4313

Box 57
**Whitby L1N 5R7**
416-668-3388
416-686-4581
416-725-6581

Box 249
**White River P0M 3G0**
807-822-2112

Box 131
**Whitney K0J 2M0**
613-637-2622

Box 460
**Wiarton N0H 2T0**
519-534-1323

Box 423
**Winchester K0C 2K0**
613-774-2603

Box 24
**Wingham N0G 2W0**
519-357-1331

Box 38
**Woodstock N4S 7W5**
519-539-9811

**DEPUTY COMMISSIONER-INVESTIGATIONS**
**INVESTIGATION SUPPORT DIVISION**

INTELLIGENCE BRANCH SOL GEN 48
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-8108

The Intelligence Branch anticipates, monitors and prevents the criminal activities of an identifiable person or group of persons involved in organized or sophisticated and professional **crime**. District headquarters and detachments are listed under the OPP field districts entry.

INTELLIGENCE BRANCH SOL GEN 49
SPECIAL SECURITY SECTION
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-8111

This section provides police security for senior government officials and visiting dignitaries, conducts investigations into matters that may affect the provincial government and, upon request, investigates the background of government employees in sensitive positions. Expertise on all aspects of property and physical **security** is offered to Ontario Government ministries.

ANTI-RACKETS BRANCH SOL GEN 50
ONTARIO PROVINCIAL POLICE
8 York St., 4th Flr.
Toronto M7A 2H2
416-965-8117

The Anti-Rackets Branch offers assistance to all police forces and government agencies in Ontario with investigations into white collar **crime**, including computer crimes, financial institutions, general frauds, and **forgery**. The branch contains Project P (Pornography), Auto Theft Section, Gaming Section, Social Gaming Section, and Racing Commission Section. District headquarters and detachments are listed under the OPP Field Districts entry.

CRIMINAL INVESTIGATION BRANCH SOL GEN 51
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-8105

The Criminal Investigation Branch is responsible for homicide and major crime investigations in the Ontario Provincial Police (OPP) force jurisdiction. The branch also assists the force, all **police** forces in Ontario and other Ontario Government agencies in the investigation of serious **criminal** activities.

DRUG ENFORCEMENT BRANCH SOL GEN 52
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-8114

The branch provides assistance to Crown attorneys, law enforcement and other government agencies with regards to drug enforcement.

The Drug Enforcement Branch (965-8114) administers **drug** enforcement activities for the force, and conducts investigations through units deployed throughout the province. Field Drug Units are located in: Kingston (613-546-6621); London (519-675-7780); North Bay (705-495-3895); Ottawa (613-723-5945); Sault Ste. Marie (705-942-8208); Thunder Bay (807-345-7874) and Windsor (519-252-8338).

TECHNICAL SUPPORT BRANCH SOL GEN 53
ONTARIO PROVINCIAL POLICE
90 Harbour St.
Toronto M7A 2S1
416-965-6176 (Administration & General Inquiries)
416-965-7651 (Equipment Maintenance & Development)
416-965-6443 (Forensic Identification Services)
416-965-3548 (Photographic Laboratory, Colour)
416-965-7922 (Photographic Surveillance)
416-965-8125 (Physical Surveillance)
416-965-7652 (Polygraph Services)
416-324-3599 (Technical Identification Services)
416-965-8130 (Technical Installation)
416-965-7742 (Technical Investigation Coordination)

The Technical Support Branch gives operational support, such as photographic, technical and physical **surveillance**, polygraph examination, **forensic** identification services, photographic

laboratory services and technical identification units coordination, to **criminal** investigations conducted by other branches and field units of the Ontario Provincial Police (OPP). The same specialized services are available to municipal police forces, other ministries and enforcement agencies, on request.

## ONTARIO POLICE ARBITRATION COMMISSION

ONTARIO POLICE ARBITRATION COMMISSION SOL GEN 54
25 Grosvenor St., 1st Flr.
Toronto M7A 1Y6
416-965-3348

Under the **Police Act**, the Ontario Police Arbitration Commission monitors and evaluates the effectiveness of the **police arbitration** system, and makes recommendations for its improvement.

## ONTARIO POLICE COMMISSION

ONTARIO POLICE COMMISSION SOL GEN 55
25 Grosvenor St., 9th Flr.
Toronto M7A 2H3
416-965-6071
Fax 416-963-2089

The Ontario Police Commission functions as an advisory and supervisory body for all Ontario police forces. It has quasi-judicial powers in matters dealing with **police** discipline, misconduct and other aspects of policing. The Commission also advises Boards of Commissioners of Police, **municipal** councils, Chiefs of Police and the Solicitor General on matters pertaining to police and policing.

## ACTS

ACTS SOL GEN 56

The Ministry of the Solicitor General is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Anatomy Act
Coroners Act
Egress from Public Buildings Act
Emergency Plans Act, 1983
Fire Accidents Act
Fire Departments Act
Fire Fighters Exemption Act
Fire Marshals Act
Hotel Fire Safety Act
Human Tissue Gift Act
Lightning Rods Act
Ministry of the Solicitor General Act
Ontario Society for the Prevention of Cruelty to Animals Act
Police Act
Private Investigators and Security Guards Act

Public Works Protection Act
Retail Business Holidays Act

# MINISTRY OF TOURISM AND RECREATION

**77 Bloor St. W., 7th Flr.**
**Toronto M7A 2R9**

The Ministry of Tourism and Recreation formulates policies and delivers programs and services to support tourism and recreation development and promotion in Ontario. Activities include: conducting promotions and marketing within and outside the province; assisting tourist facilities operators; maintaining government-sponsored attractions; and providing recreation, sports and fitness resources to municipalities and provincial organizations.

## DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH MTR 1
77 Bloor St. W., 7th Flr.
Toronto M7A 2R9
416-965-7680
Fax 416-965-3766

The branch communicates the Ministry's policies and programs to the general public and tourism and recreation clients. The office advises the Minister, senior management and program staff on corporate communications. It is responsible for the media relations and coordinates the production of statements, speeches, news releases and corporate publications.

FRENCH LANGUAGE SERVICES MTR 2
77 Bloor St. W., 7th Flr.
Toronto M7A 2R9
416-965-2959

The French Language Services Coordinator provides guidance and assistance to all levels of management relating to the planning and effective delivery of programs, activities and services in French, within the Ministry's guidelines.

LEGAL SERVICES BRANCH MTR 3
77 Bloor St. W., 2nd Flr.
Toronto M7A 2R9
416-965-5843
Fax 416-324-3770

Legal services for the Ministry of Tourism and Recreation are provided by this branch. It advises the Ministry on the interpretation of statutes and regulations and prepares and reviews proposed legislation, regulations and other legal documents. General legal services include the drafting of agreements and legal advice on Ministry activities and programs. The branch is responsible to the Ministry of the Attorney General.

## CORPORATE MANAGEMENT SERVICES DIVISION

CORPORATE MANAGEMENT SERVICES DIVISION MTR 4
77 Bloor St. W., 14th Flr.
Toronto M7A 2R9
416-963-3952

The division provides advice and support to the Ministry and its agencies in the areas of planning, human resource management, finance, information technology, freedom of information, employment equity, agency relations and administration.

AUDIT SERVICES BRANCH MTR 5
77 Bloor St. W., 14th Flr.
Toronto M7A 2R9
416-965-3414

The Audit Services Branch carries out independent reviews and appraisals of all Ministry activities, and reports to management on the adequacy of internal financial and management controls.

FINANCE AND ADMINISTRATION BRANCH MTR 6
77 Bloor St. W., 14th Flr.
Toronto M7A 2R9
416-963-2331 (Budget, Planning and Analysis)
Fax 416-963-2699
416-324-4790 (Corporate Administration Services)
Fax 416-324-4539
416-326-9572 (Financial Services)
Fax 416-326-9594

The Finance and Administration Branch performs the functions of financial coordination and processing, program analysis and corporate administration for the Ministry's program areas and designated agencies. The branch is responsible for developing and maintaining effective financial and administrative policies and procedures to ensure the efficient utilization of the Ministry's financial and physical resources.

HUMAN RESOURCES BRANCH MTR 7
77 Bloor St. W., 14th Flr.
Toronto M7A 2R9
416-963-3593

The branch provides a consulting service to Ministry management and staff in recruitment, job evaluation, compensation, employee relations, benefits administration, youth employment program coordination, organizational development, training and development, human resources planning, and general employee counselling. A central payroll service and attendance administration service is also provided to the Ministry. In addition, the employment equity program is coordinated by this branch.

INFORMATION TECHNOLOGY SERVICES BRANCH MTR 8
101 Bloor St. W., 6th Flr.
Toronto M5S 1P7
416-324-4598
Fax 416-963-1460

The Information Technology Services Branch is responsible for providing the Ministry's program and administrative areas with information technology and computer systems and services to meet business goals and objectives. This is accomplished through the following activities and services: Strategic Information Technology Planning, involving development of a strategic information plan, technology architecture, and implementation strategies; Information Consulting, comprising of identification of opportunities and provision of business analyses to implement information technology, as well as, technical support of technology users; Systems Development and Office Automation Support, including development and maintenance of corporate information systems, and support for implementing office systems and technology; Technology Training, consisting of technology transfer education, training programs and seminars for Ministry staff.

EMPLOYMENT EQUITY OFFICE MTR 9
77 Bloor St. W., 14th Flr.
Toronto M7A 2R9
416-963-2455

The Employment Equity Office develops strategies, coordinates implementation, and assists in evaluation of the Ministry's Employment Equity Program.

FREEDOM OF INFORMATION AND PRIVACY OFFICE MTR 10
77 Bloor St. W., 12th Flr.
Toronto M7A 2R9
416-963-3531/3155
Fax 416-324-4539

The Freedom of Information and Privacy Office (FIPP) administers the Freedom of Information and Protection of Privacy Act within the Ministry of Tourism and Recreation and Schedule I Agencies.

Assistance to the public or government employees in locating certain records or processing requests is available from either the FIPP Office or the Ministry's FIPP **Reading Room**, located in the resource centre on the 9th Floor, 77 Bloor St. W., Toronto.

To identify information and records held by the institution, both locations provide FIPP brochures and request forms, the Directory of Records, the Ministry's FIPP annual report to the Commissioner, and administration and operational Ministry manuals.

## ASSISTANT DEPUTY MINISTER-RECREATION

SPORTS AND FITNESS BRANCH MTR 11
77 Bloor St. W., 8th Flr.
Toronto M7A 2R9
416-965-3124

Through public education programs, the branch promotes participation in **sports** and **fitness** for individual enjoyment. The Development Section (965-4591) provides administrative and consultative services, as well as **grants** to provincial sport organizations. The Sport Technical Services Section (965-3720) administers sport technical projects, and improves **leadership** calibre in amateur sport through training courses for coaches. The Games Program promotes competition in multi-sport games, such as regional and provincial **Summer** and **Winter games** for the able-bodied, the **disabled** and seniors. The Fitness Section (965-6311) administers the **Fitness Ontario Leadership Program**, and provides a consultative service in fitness for employees in the workplace, and fitness for children and older adults. Research and information brochures related to a variety of physical fitness topics are available to fitness administrators and the general public.

The Community and Safety Initiatives Section (965-6546) supports community sport development and safety measures to ensure a safer recreation, sports and fitness environment. The **Safety Program** addresses safety issues by coordinating the development of safety and injury prevention programs and resources for sports and fitness and recreation participants. **Sports Awards Programs** honour accomplishments of **athletes** and citizens in amateur sports.

The **Ontario Sports Centre** (495-4000), is a private organization which provides administrative services for provincial sport organizations, the Sports Services Unit (495-4321) and provincial recreation associations (495-4088). The centre is funded by this Ministry. Informa-

tion on all of the above services is also available from Ministry field offices listed under the Tourism and Recreation Operations Division entry.

ONTARIO OLYMPIC SECRETARIAT MTR 12
99 Wellesley St. W., Ste. 5320
Toronto M7A 1W3
416-324-1996
Fax 416-324-4990

The Secretariat represents Provincial interests related to the Toronto Ontario Olympic Council's bid for the 1996 Olympic Games.

RECREATION POLICY BRANCH MTR 13
77 Bloor St. W., 8th Flr.
Toronto M7A 2R9
416-965-5665

Recreation Policy Branch works with other parts of the Recreation Division, the Ministry and other ministries in facilitating and furthering the Government's economic and social objectives related to sports, fitness and leisure activities.

The branch monitors, provides policy advice and develops policies, strategies and programs in relation to the province's recreation sector and with regard to provincially significant recreation issues.

The branch is interested in all leisure activities and has a particular interest in physically orientated leisure activities of both a competitive and non-competitive nature.

BIG THUNDER NATIONAL SKI TRAINING CENTRE MTR 14
428 East Victoria Ave.
Thunder Bay P7C 1A5
807-475-1673
807-623-1858
Fax 807-623-6715

Big Thunder National Ski Training Centre is owned and operated by **Thunder Bay Ski Jumps Limited**, an agency of the Ministry of Tourism and Recreation, and sanctioned by the International Ski Federation to hold World Cup Ski Jumping, Cross Country, Alpine, Freestyle and Nordic Combined events. The centre's 120 and 90 metre jumps are built to exact tolerances, and recognized world-wide for their quality and safe design. Junior jumpers train and compete on smaller hills (10m to 64m) designed especially for their development and safety. The jumps, slopes, 32 kilometres of trails and 1000m luge track (Naturbahn) are used as a national and provincial training site for cross country, nordic combined, freestyle and alpine skiing, as well as, ski jumping, biathlon and luge.

ADVISORY COMMITTEE ON SPORT, FITNESS AND RECREATION SAFETY MTR 15
c/o Royal Life Saving Society Canada
Ontario Branch
43 Coldwater Blvd.
Don Mills M3B 1Y3
416-447-7276

The nine-member Committee advises the Minister on current issues, trends and requirements in the development of safety programs and initiatives.

**ASSISTANT DEPUTY MINISTER-TOURISM**

TOURISM POLICY BRANCH MTR 16
77 Bloor St. W., 10th Flr.
Toronto M7A 2R9
416-965-4255
Fax 416-965-0364

The branch develops and enunciates **tourism** strategies, policies, position papers, and programs, provides **research** and **information** (965-8630) on tourism related matters, and represents the Ministry on tourism development issues (965-7846). It monitors both domestic and international industry trends and recommends program initiatives and policy.

TOURISM MARKETING BRANCH MTR 17
77 Bloor St. W., 9th Flr.
Toronto M7A 2R9
416-965-5764

The branch promotes **tourism**, and use of Ontario's facilities for sales meetings and **conventions**. Tourism marketing, geared to the travelling consumer and the travel trade, is conducted in domestic and international markets. Activities include the delivery of tourism **advertising** campaigns in Ontario's priority markets; preparation of tourism publications; programs to expand sales of Ontario tours, packages and facilities by travel agents and operators; **travel** counselling; special promotions; and public relations promotions. For conventions and sales meetings, call 965-9991; for travel trade information, agents and operators can call 965-9991 or toll free 1-800-ONTARIO.

TOURISM MARKETING BRANCH MTR 18
ONTARIO TRAVEL INFORMATION
77 Bloor St. W.
Toronto M7A 2R9
416-965-4008 (English inquiries)
If long distance from other area codes
in Canada and continental U.S.A.
(except Yukon, N.W.T. and Alaska), dial
1-800-ONTARIO

416-965-3448 (French inquiries)
If long distance from other area codes
in Canada (except Yukon and N.W.T.), dial
1-800-268-3736
Fax 416-963-0729

Ontario Travel Information offers Ontario **travel** counselling to the public; supplies information and publications on tourist attractions, **accommodations, campgrounds, parks** (including **hiking** trails, **canoe** outfitters), events, **festivals, exhibitions**, package **tours, hunting, fishing, boating and skiing**; distributes road and tourist **maps**; and reports on up-to-date ski and winter **road** conditions, campground vacancies and areas where autumn scenery can be enjoyed.

Twenty-four hour seasonally recorded reports are available by calling 963-2992 for alpine skiing, spring blossoms, campground vacancies and fall colours, or 963-2911 for cross-country skiing. The branch operates twelve travel information centres year-round. Five seasonal travel centres are open from mid-May to Labour Day. The **travel centres** are listed below.

**OPEN ALL YEAR**

Hwy. 400 Northbound
south of Barrie
**Barrie**

Brookdale Ave. at
Seaway International Bridge
**Cornwall**
(currency exchange)

100 Goderich St.
near Peace Bridge
**Fort Erie**
(currency exchange)

400 Central Ave.
**Fort Frances**
(currency exchange)

Hwy. 417
**Hawkesbury E.**

Hwy. 401 & Hwy. 2
east of Lancaster
**Lancaster**

5355 Stanley Ave.
west on Hwy 420
from Rainbow Bridge
**Niagara Falls**
(currency exchange)

1415 Venetian Blvd.
at foot of Blue Water Bridge
**Sarnia**
(currency exchange)

QEW Westbound
at Garden City Skyway
**St. Catharines**
(currency exchange)

120 Huron St. at
International Bridge
**Sault Ste. Marie**
(currency exchange)

110 Park St. E.
at Windsor-Detroit tunnel
and

1235 Huron Church Rd.
east of Ambassador Bridge
**Windsor**
(currency exchange)

**OPEN MID-MAY TO LABOUR DAY**

Hwy. 137 at 1000 Islands
Bridge
**Hill Island**
(currency exchange)

Hwy. 17, west of Kenora
**Kenora**

International Bridge Exit, Hwy. 16
**Pigeon River**

Prescott-Ogdensburg Bridge, Hwy. 16
**Prescott**

International Bridge Exit, Hwy. 11
**Rainy River**

## ASSISTANT DEPUTY MINISTER-EXPOSITIONS AND ATTRACTIONS

HURONIA HISTORICAL PARKS MTR 19
P. O. Box 160
Midland L4R 4K8
705-526-7838
Fax 705-526-9193

The Ministry operates and maintains **historic sites** at Midland (Sainte-Marie among the Hurons) and at Penetanguishene (**Historic Naval and Military Establishments**). A resource **library** at Sainte-Marie, open to the public year-round on weekdays, provides information about the two historic sites.

**Sainte-Marie among the Hurons** (1639-1649) is a reconstruction of the 17th century headquarters of the French Jesuit mission to the Huron people. The first European community in Ontario, Sainte-Marie was home to 6 of the 8 North American Jesuit martyrs. From Victoria Day weekend to Thanksgiving, costumed and uniformed interpreters recreate both **French** and **Native** lifestyles. Specially designed education programs operate all year round. There is a cafe, multi-media museum, gift shop and picnic area, with access for the handicapped and a wheelchair, if needed. French language service is also available.

The Historic Naval and Military Establishments represent the period from 1817 to 1856 when the Royal Navy and the British Army maintained a **naval** dockyard and **military** garrison at this strategic defense station on Georgian Bay. At the site, there are guided tours, costumed interpretation, historical dramas, numerous reconstructed buildings, the original Officers' Quarters, several smaller rowing vessels and the 50-ft. **Schooner "Bee"**, gift shop, snackbar, free docking and parking facilities. The Establishments (P. O. Box 1800, Penetanguishene L0K 1P0) are open to the public from Victoria Day weekend to Labour Day. French language service is available.

HURONIA HISTORICAL ADVISORY COUNCIL MTR 20
c/o Huronia Historical Parks
P. O. Box 160
Midland L4R 4K8
705-526-7838
Fax 705-526-9193

Established in 1964, the Huronia Historical Advisory Council is a ten-person board composed of native, francophone and anglophone Ontarians with different backgrounds but a common interest in preserving our cultural heritage. The Council advises the Minister of Tourism and Recreation on policy matters, specifically concerning Sainte-Marie among the Hurons; the Historic Naval and Military Establishments; the cultural heritage of "Old Huronia", the enhancement of established and developing historical sites.

OLD FORT WILLIAM MTR 21
Vickers Heights P. O.
Thunder Bay P0T 2Z0
807-577-8461
TTY 807-475-4481
Fax 807-475-8037

Old Fort William is a reconstruction of the original fort located in Thunder Bay. The original fort was constructed in 1800 by the North West Company, a fur trade company. The company used the fort as an inland headquarters from 1801 until 1821 enabling the Nor'Westers to move **furs** and trade goods across the continent in one season. Up to 1,000 fur traders converged at the fort each summer for hectic labours, business meetings and celebrations of the rendezvous.

Today, over 100 costumed and uniformed staff bring Old Fort William to life. The Fort operates year-round, and offers living history programming designed to meet the needs of recreational and educational visitors. Facilities include a resource **library**, historic restaurant, gift shop and picnic area, with access for disabled persons.

OLD FORT WILLIAM ADVISORY COMMITTEE MTR 22
c/o Old Fort William
Vickers Heights P. O.
Thunder Bay P0T 2Z0
807-577-8461
Fax 807-475-8037

The Old Fort William Advisory Committee is a ten person board which advises the Minister of Tourism and Recreation on general policy concerning the Fort's capital development and program expansion. The Committee also works to build community awareness and understanding of Ontario's **fur** trade heritage.

EVENTS MANAGEMENT SECRETARIAT MTR 23
77 Bloor St. W., 9th Flr.
Toronto M7A 2R9
416-965-5725
Fax 416-965-0364

The Events Management Secretariat has been established to better coordinate and develop its approach to the management of major tourism events and expositions of national and international interest. The Secretariat will coordinate the tourism related values of events, such as, the 1996 Summer Olympic Games proposal. As well, it will manage and coordinate

our provincial participation in international expositions and major domestic events with significant tourism values. Specific responsibilities will include Ontario's presence at the Osaka 1990 and Seville 1992 World's Fairs.

## TOURISM AND RECREATION OPERATIONS DIVISION

TOURISM AND RECREATION OPERATIONS DIVISION — MTR 24
77 Bloor St. W., 7th Flr.
Toronto M7A 2R9
416-965-3475

The Tourism and Recreation Operations Division provides development and consulting services to tourism and recreation clients to stimulate productivity, employment and recreational opportunities in the Province of Ontario.

The division promotes the **tourism industry** by offering management and development consulting services to tourist operators and investors; delivering government **financial assistance** programs; advising and assisting **municipalities** to develop tourism strategies and programs; administering the **Ontario Travel Association Program**; and issuing **licences** to **tourist accommodation establishments** not licenced by the Liquor Licence Board.

The division provides professional consulting services to regional and **community** recreation clients to facilitate development of fiscal and organizational areas, **leadership**, programs and facilities. It ensures access to information about Ministry **recreation, sports** and **fitness** programs, and channels Ministry resources to municipalities, community organizations and interest groups in Ontario.

The division also delivers **lottery** funded recreation **grant** programs.

For further information, contact the nearest Ministry field office listed below.

### SOUTHERN REGION

*Tourism and Recreation Regional Office*
700 Bay St., 8th Flr.
**Toronto M5G 1Z6**
416-965-0283
416-965-9940
collect calls accepted

*Tourism & Recreation Office*
34 Simcoe St., Ste. 302
**Barrie L4N 6T4**
705-737-3301
If long distance dial
1-800-461-4499

*Tourism & Recreation Office*
119 King St. W., 8th Flr.
Box 2112
**Hamilton L8N 3Z9**
416-521-7244
If long distance ask
operator for Zenith 81610

*Tourism and Recreation Office*
15 Church St., 4th Flr.
**St. Catharines L2R 3B5**
416-684-2345
If long distance dial
1-800-263-2441

*Tourism and Recreation District Office*
255 Dufferin Ave., Ste. 601
**London N6A 5K6**
519-679-7156
If long distance dial
1-800-265-4730

*Recreation Office*
427-10th St., 2nd Flr.
**Hanover N4N 1P8**
519-364-1626
If long distance dial
1-800-265-5520

*Tourism and Recreation Office*
Corporation Square, 4th Flr.
30 Duke St. W.
**Kitchener N2H 3W5**
519-578-3600
If long distance dial
1-800-265-6361

*Tourism Office*
1131 Second Ave. E., Ste. 107
Nor-Towne Plaza
**Owen Sound N4K 2J1**
519-376-3875
collect calls accepted

*Tourism and Recreation Office*
250 Windsor Ave., 6th Flr.
**Windsor N9A 6V9**
519-256-4919
If long distance dial
1-800-265-1330

**EASTERN ONTARIO**

*Tourism and Recreation Field Office*
10 Rideau St., 4th Flr.
**Ottawa K1N 9J1**
613-787-4000
If long distance dial
1-800-267-9340
1-800-267-8889

*Tourism and Recreation Office*
2211 Parkedale Ave.
**Brockville K6V 6B2**
613-342-5522
If long distance dial
1-800-267-8138

*Tourism and Recreation Office*
1055 Princess St., Ste. 304
**Kingston K7L 5T3**
613-545-4350
If long distance dial
1-800-267-0225

*Tourism and Recreation Office*
305 Stewart St.
**Peterborough K9J 3N2**
705-748-3711
If long distance dial
1-800-461-7629

**NORTHEAST ONTARIO**

*Tourism and Recreation Regional Office*
Ontario Government Bldg.
199 Larch St., 4th Flr.
**Sudbury P3E 5P9**
705-675-4346
If long distance dial
1-800-461-4004

*Tourism & Recreation Office*
42 King William St.
**Huntsville P0A 1K0**
705-789-4448
If long distance ask
operator for Zenith 25930

*Tourism and Recreation Office*
147 McIntyre St. W., 2nd Flr.
**North Bay P1B 2Y5**
705-474-3821 Recreation
705-472-0702 Tourism
If long distance dial
1-800-461-9563 Recreation
1-800-461-1569 Tourism

*Tourism and Recreation Office*
22 Wilcox St., 2nd Flr.
**Timmins P4N 3K6**
705-267-7117
If long distance ask
operator for Zenith 81610

**NORTHWEST ONTARIO**

*Tourism and Recreation*
*Regional and District Office*
West Arthur Place, Ste. 302
1265 Arthur St. E.
**Thunder Bay P7E 6E7**
807-623-5592
If long distance dial
1-800-465-5018

*Tourism and Recreation Office*
Ontario Government Bldg.
479 Government Rd.
P. O. Box 3000
**Dryden P8N 3B3**
807-223-2271

*Tourism and Recreation Office*
616 Mowat Ave.
P. O. Box 815
**Fort Frances P9A 1Z3**
807-274-3259

*Tourism and Recreation Office*
344 2nd. St., Ste. 201
P. O. Box 5140
**Kenora P9N 3X9**
807-468-6481
If long distance
in area code 807 dial
1-800-465-1108

*Recreation and Tourism Office*
499 Queen St., 2nd Flr.
**Sault Ste Marie P6A 1Z9**
705-942-3751
If long distance dial
1-800-461-2409

**AGENCIES**

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Agencies of the Ministry of Tourism and Recreation are listed below.

METRO TORONTO CONVENTION CENTRE CORPORATION — MTR 25
255 Front St. W.
Toronto M5V 2W6
416-585-8000
Telex 06-217584
Fax 416-585-8224

The Metro Toronto Convention Centre Corporation is a Schedule II agency of the Ministry of Tourism and Recreation. Since opening in October 1984, the Centre has earned a reputation as a world-class facility hosting over two million visitors a year.

Consisting of a 200,000 sq. ft. column-free **exhibit** hall, 28,000 sq. ft. ballroom, 1,350 seat **theatre**, 40 meeting rooms, professional food preparation facilities and a 1,200 space parking garage, the Centre accommodates small meetings for under 100 people to **conventions** of 15,000 and consumer shows attracting over 200,000 people. The Convention Centre's consistent and outstanding quality in food and service is unsurpassed in North America.

NIAGARA PARKS COMMISSION MTR 26
Administration Bldg.
Box 150, 7400 Portage Rd. S.
Niagara Falls L2E 6T2
416-356-2241
Fax 416-354-6041
Toll-free 1-800-263-2558
(Ontario, Quebec,
Eastern U.S.A.)

The Niagara Parks Commission operates a park system consisting of 1254 hectares along the Niagara River from Lake Erie to Lake Ontario. Within this park are **recreation** areas, scenic attractions, a **campground**, a marina, restaurants, gift shops, **historic sites**, golf courses and a **horticultural** school. The commission administers the Niagara Parks Act.

ONTARIO LOTTERY CORPORATION MTR 27
2 Bloor St. W.
Toronto M4W 3H8
416-324-6544 (Consumer Enquiries)
416-324-6525 (Freedom of Information)
416-961-6262 (French language services)
Fax 416-324-6545

Operating under the Ontario Lottery Corporation Act, the Ontario Lottery Corporation manages **Wintario Extra, Instant, Pick-3**, **Provincial** and **Lotto 6/49 Encore**. In addition, the Corporation manages occasional, limited-run lottery games. Lists of winning numbers for one year are posted at retail outlets. Recorded messages of current winning numbers are available at 870-9170 (Wintario Extra), 870-9161 (Provincial), 870-9135 (Pick-3) and 870-9134 (Lotto 6/49 Encore). Proceeds from all games are turned over to the Government of Ontario. Fact sheets on all games, annual reports and winners handbooks are available to the public.

ONTARIO PLACE CORPORATION MTR 28
955 Lakeshore Blvd. W.
Toronto M6K 3B9
416-965-7711
Fax 416-598-0056

Ontario Place Corporation operates a 96 acre cultural, entertainment and **recreation** complex on three man-made islands on Lake Ontario in Toronto. The complex includes **exhibition** pavilions; the Forum, a 10,000 seat outdoor amphitheatre; **theatres**; the giant screen IMAX cinesphere; live entertainment; the waterfall showplace; restaurants; snack bars; boutiques; a **marina**; pedal boats; bumper boats; sight boat shuttle; the Wilderness Adventure Ride; the Canadian destroyer **HMCS Haida**; land ride; mini-golf; picnic areas; a theme pavilion "Ontario North Now"; and a children's village with a water play area and play apparatus, including a 370 ft. four-flumed waterslide. Ontario Place arranges banquets and receptions year round, and operates a winter **film** festival. The complex is open daily from mid-May to Labour Day (10:00am to 1:00am from Monday through Saturday; 10:00am to 11:00pm on Sunday). Parking is available on the site. During the operating season it is accessible from downtown by special bus.

OTTAWA CONGRESS CENTRE MTR 29
55 Colonel By Drive
Ottawa, K1N 9J2
613-563-1984
Fax 613-563-7646

The Ottawa Congress Centre, a Schedule II Agency of the Ministry of Tourism and Recreation, forms part of the Rideau Centre shopping complex located in Ottawa's most popular tourist area.

The Centre's main Congress Hall, a free-span space with a 26 foot ceiling, accommodates up to 5,000 delegates in plenary session and 3,500 dining. The lower Capital Hall level can be arranged into several break-off rooms for groups of 50 or more. In all meeting rooms and the reception area, three different types of simultaneous **translation** systems provide service for bilingual, multilingual and top security conferences. Meeting rooms are also equipped for video projection and multi-image slide presentations. Permanent projection booths may be used for front projections directly on to permanently mounted screens.

In addition to **conventions** and meetings, the Ottawa Congress Centre accommodates major trade shows, consumer shows, banquets and entertainment events. The Centre has a full range of **catering** facilities and services.

ST. LAWRENCE PARKS COMMISSION MTR 30
R. R. #1
Morrisburg K0C 1X0
613-543-3704
810-537-2200 from within Queen's Park
613-542-7388 Fort Henry
Fax 613-543-2847

The St. Lawrence Parks Commission operates and maintains **parks**, a **marina**, a **golf course**, **campgrounds** and **historic sites** from the Ontario-Quebec border to 51 km west of Kingston. Historic sites include **Fort Henry** at Kingston, and **Upper Canada Village**, 11 km east of Morrisburg. Skating and horse drawn sleigh rides are offered at Upper Canada Village. The Commission also maintains a migratory **bird** sanctuary, the Queen Elizabeth Gardens, paved air strip, nature trails, Pioneer and Loyalist Memorials, and winter **recreation** facilities for cross country skiing, ice fishing, snowmobiling, tobogganing and snowshoeing. The summer operating season for most attraction facilities is mid May to mid October. Off season programs are operated at both Upper Canada Village and Fort Henry. Adult workshops and educational programs for school groups are also available. The St. Lawrence Parks Commission's facilities are available for private, public, corporate and convention functions.

THE TRILLIUM FOUNDATION MTR 31
15 Prince Arthur Ave.
Toronto M5R 1B2
416-961-0194
Toll-free 1-800-263-2887
Fax 416-961-9599

The Trillium Foundation was founded in 1982 as an innovative approach to providing voluntary social service organizations with access to **lottery** revenues. Run by a voluntary Board of Directors apart from the government, the Foundation receives $17 million a year from the proceeds of lottery games operated by the Ontario Lottery Corporation.

The Foundation offers time-limited **grants** for specific projects, or unfunded portions of ongoing programs, to organizations providing direct social services on a province-wide basis, and to local social service organizations in Northern, Southeastern and Southwestern Ontario.

## ACTS

ACTS MTR 32

The Minister of Tourism and Recreation is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's communications or legal services branch.

Community Recreation Centres Act
Historical Parks Act
Metropolitan Toronto Convention Centre Corporation Act
Ministry of Tourism & Recreation Act, 1982
Niagara Parks Act
Ontario Lottery Corporation Act
Ontario Place Corporation Act
Ottawa Congress Centre Act
Parks Assistance Act
St. Clair Parkway Commission Act
St. Lawrence Parks Commission Act
Tourism Act

# MINISTRY OF TRANSPORTATION

**1201 Wilson Ave.**
**Downsview M3M 1J8**

Established in 1916 under Section 4, Chapter 17, 5 Geo. V., the Department of Public Works and Highways was re-named the Department of Highways in 1931. In 1957, driver and vehicle functions became the responsibility of the newly created Department of Transport. In 1971, the two departments were amalgamated into the Ministry of Transportation and Communications, which became the Ministry of Transportation in 1987.

The Ministry operates Ontario's highway system by performing design, construction and maintenance, and provides subsidies to municipalities for road construction and maintenance. The Ministry is also responsible for driver licensing and all aspects of motor vehicle licensing and safety.

## PUBLIC SAFETY EDUCATION AND INFORMATION DIVISION

COMMUNICATIONS SERVICES BRANCH MTO 1
1201 Wilson Ave., West Tower
Downsview M3M 1J8
416-235-2771

The Communication Services Branch establishes communications policy for the Ministry, advises other areas of the Ministry on communications issues and provides communications support to the Minister and Deputy Minister. Informing the public, client groups and the media about the Ministry's activities; liaising with the media; answering public inquiries; and producing and distributing audio-visual materials are branch responsibilities. Persons with hearing disabilities who have access to the teletype (TDD) network device can call 235-4902.

The branch also originates and coordinates programs and projects stressing **safety** in the operation of cars and commercial **vehicles, motorcycles**, mopeds, bicycles, **snowmobiles** and **school buses**. Activities include developing and distributing school safety materials and **seat belt** information; providing safety **films** and **road** bulletins; and operating a telephone reporting service on the condition of roads and **highways** in Ontario (English 235-1110 and French 235-3941). For local road information, contact the Ministry's regional or district offices listed under the Operations, Regional entry.

STRATEGIC POLICY SECRETARIAT MTO 2
1201 Wilson Ave., East Bldg.
Downsview M3M 1J8
416-235-4434

The Strategic Policy Secretariat is comprised of three offices. The Corporate Planning Office coordinates the Ministry's strategic planning process. It also provides overall liaison with Cabinet Office and other ministries on government policy matters.

The Corporate Policy and Outlooks Office monitors the external environment, and provides the Ministry with information and analysis through medium and long-term future studies on **social, economic**, institutional and **technological** developments in relation to **transportation**. Emerging issues which may be of significant interest to the Ministry's Senior Management Committee are identified. This office also undertakes specific corporate policy development and coordination. The approval process for non-commissioned and commissioned surveys of the public are also coordinated through this office.

The External Relations Office coordinates **intergovernmental** relationships between Ontario and other provinces, neighbouring states and the federal government in the field of transportation. The office also monitors activities, new programs and legislation of the federal and provincial governments for the information of senior management, and assesses the possible impact on the Ministry.

INTERNAL AUDIT BRANCH MTO 3
1201 Wilson Ave., 7th Flr. West Tower
Downsview M3M 1J8
416-235-4330

The Internal Audit Branch performs audit functions for this Ministry, including comprehensive review and appraisal of accounting, financial and operational controls. The branch also audits the Ministry's electronic data processing systems.

OFFICE OF LEGAL SERVICES MTO 4
1201 Wilson Ave., East Bldg.
Downsview M3M 1J8
416-235-4408

This office provides the Ministry with legal services, including advice on **driver** and **vehicle** matters (235-4408). Counselling the Ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents is the office's responsibility. It also supplies general legal services such as preparing litigation, settling claims, acting at court hearings, etc.. The office is responsible to the Attorney General's Office.

Solicitors are located in Toronto and a Regional office in Kingston (613-545-4720). The Claims Section (235-4423) handles **insurance** claims against the Crown for injuries and property damage arising from **accidents** on provincial highways or involving government vehicles, as well as, claims by the Crown for damage to **highway** property or government vehicles, excluding OPP vehicles.

## HIGHWAY OPERATIONS AND MAINTENANCE DIVISION

HIGHWAY OPERATIONS AND MAINTENANCE DIVISION MTO 5
1201 Wilson Ave., Central Bldg., Rm. 233
Downsview M3M 1J8
416-235-3810

This division is responsible, in the area of highway operations, for the development of policies, procedures and systems; conformity of program delivery processes; maintenance planning and budgeting; assessment of operational efficiency; and identification of needs for change and improvement. Professional expertise and program delivery support in maintenance methods/technology and electrical, traffic management and equipment engineering are also provided.

TRANSPORTATION CORRIDOR MANAGEMENT OFFICE MTO 6
1201 Wilson Ave., West Bldg., 2nd Flr.
Downsview M3M 1J8
416-235-3826

The Transportation Corridor Management Office coordinates the review of development proposals (e.g. plans of **subdivisions, official plans** and **zoning** by-laws) which may affect provincial **transportation** proposals (e.g. provincial **highways**, future **transit** routes, etc.). The office develops policies and procedures for the transportation corridor program on access policies, right-of-way protection, and **permits** for **advertising** signs, utilities, entrances and buildings. Advice is given to other government agencies, municipalities, developers and the public. Program administration is shared by district and regional offices (see this Ministry's Operations, Regional entry).

EQUIPMENT ENGINEERING OFFICE MTO 7
1201 Wilson Ave., Central Bldg., Rm. 307
Downsview M3M 1J8
416-235-3669
Fax 416-235-4851

The Equipment Engineering Office develops specifications, policies and procedures for the purchase, repair and maintenance of the Ministry's **vehicles** and equipment. The office also evaluates **tenders** and trains Ministry **garage** staff. The office also develops specifications for the purchase of equipment by Ontario municipalities.

TRAFFIC MANAGEMENT AND ENGINEERING OFFICE MTO 8
1201 Wilson Ave., Central Bldg., Rm. 236
Downsview M3M 1J8
416-235-3784
Fax 416-235-4904

The Traffic Management and Engineering Office develops and implements policies, standards and procedures for **traffic** control devices (traffic signs and signals), illumination, **speed limits**, **electrical** design, electrical maintenance, etc., on provincial **highways**. The office also maintains an **accident** information file for the provincial highway system; develops traffic control techniques and devices; assists in **municipal** studies and improvements; and implements **Freeway Traffic Management Systems** on Hwy 401, Q.E.W., and the Ottawa Queensway. Operational activities of the above functions are carried out by the regional offices (see this Ministry's Operations, Regional entry).

**ASSISTANT DEPUTY MINISTER-FINANCE AND ADMINISTRATION**

FINANCIAL PLANNING AND ADMINISTRATION BRANCH MTO 9
1201 Wilson Ave., 6th Flr., West Tower
Downsview M3M 1J8
416-235-4224

The Financial Planning and Administration Branch provides the Ministry with financial direction, planning, management and accounting services and financial liaison with Management Board of Cabinet, the Provincial Auditor, and other Ontario Government ministries and agencies. The branch is organized into four main function areas: general accounting

including payroll, accounts payable and expense account services; financial systems development, maintenance, and control; budgetary planning, evaluation, development, control and analysis; prequalification of contractors for bidding on government contracts.

INFORMATION SYSTEMS BRANCH MTO 10
1201 Wilson Ave., 2nd Flr., West Tower
Downsview M3M 1J8
416-235-3933 General Information
416-235-4380 Client Support

The Information Systems Branch is involved in the development and maintenance of Ministry automated applications. Specialists develop and support computer-related management, regulatory and transportation/engineering applications. Data processing standards, procedures and policies are evolved and maintained, and end user and technical support services for mainframe, micro hardware and software are available.

Other services include hardware and software acquisition support, distributed data communication network support, corporate information technology planning support, product evaluation and testing, and data security coordination and administration.

HUMAN RESOURCES BRANCH MTO 11
1201 Wilson Ave., 1st Flr., West Tower
Downsview M3M 1J8
416-235-3841

The Human Resources Branch provides consulting services to head office line managers and functional leadership to Regional personnel staff in all matters relating to human resource management.

The branch's functions include establishing human resource management policies and procedures; implementing new initiatives; designing, implementing and managing a human resource planning process; developing programs to encourage the practice of good health and safety habits in the work place; planning, developing and coordinating an Employment Equity Program; training and development of management and staff; providing input to collective agreement on matters affecting working conditions.

It also provides administrative service regarding employee benefits and group insurance, classification, staffing, staff relations and pay administration.

HUMAN RESOURCES BRANCH MTO 12
EMPLOYMENT EQUITY OFFICE
1201 Wilson Ave., East Bldg.
Downsview M3M 1J8
416-235-4739

The Employment Equity provides consultative expertise in the development of a broad range of initiatives designed to improve the labour force status of designated groups and support their full participation in the workplace. This includes special activities to diversify the occupational distribution of racial minorities, native people, women, francophones and the disabled.

SUPPLY AND SERVICES BRANCH MTO 13
1201 Wilson Ave., Central Bldg., Rm. 130
Downsview M3M 1J8
416-235-3782

The Administrative Services Office, under the Supply and Services Branch, has three main sections: Information Management (235-4344) deals with information and data resource management issues; Office Services (235-4827) provides a wide spectrum of facilities and services related to an integrated office environment; Graphic Services (235-4365) is a centralized graphics and publications planning, production and distribution facility, which also coordinates the production and distribution of Ministry **maps** and **manuals**, including Ontario road maps (235-4339).

The **Library** and Information Centre (1201 Wilson Ave., Central Bldg., 1st Flr., Downsview 235-4546) contains a comprehensive book and periodical collection on ground transportation and communications and selected materials in related fields. The Centre has been designated as the **Ministry reading room** to provide public access to Ministry publications, statistics and some manuals and internal procedures.

The Service Centre and Food Services Section (235-3776) is responsible for the **service centres** on Highways 400 and 401. It also monitors **food** services within the Downsview complex.

The Purchasing, Sales and Distribution Office (235-3783) provides for procurement, sales and distribution via five sections: Ontario Vehicles and Fuels Purchasing (235-3765) which purchases all **vehicles**, **petroleum** products and tires for the Ontario Government; General Purchasing (235-3748); Tenders (235-3746); Central Stores (235-3477); and Regional Advisory and Disposal (235-3775) which disposes of all vehicles for the Ontario Government, as well as, many other surplus and obsolete items.

The Ontario Government Fleet Administration Office provides coordination and direction for the effective management of the government's fleet (235-4898).

GOVERNMENT GARAGE MTO 14
881 Bay St.
Toronto M5S 1Z7
416-965-2148
Fax 416-324-4927

The Government Garage provides a complete chauffeuring and **garage** service to all government ministries.

FRENCH LANGUAGE SERVICES OFFICE MTO 15
1201 Wilson Ave., 7th Flr., West Tower
Downsview M3M 1J8
416-235-4547

The French Language Services Office coordinates and monitors the implementation plan to meet the Ministry's obligations under the French Language Services Act; advises the Deputy Minister on related issues; provides guidance and assistance to all levels of management relating to the planning and effective delivery of programs, activities and services in French; and serves as a link between the francophone community and the Ministry. The office also coordinates translation services within the Ministry.

## ASSISTANT DEPUTY MINISTER-ENGINEERING AND CONSTRUCTION

TRANSPORTATION CAPITAL BRANCH MTO 16
1201 Wilson Ave., 4th Flr., West Tower
Downsview M3M 1J8
416-235-4154

This branch is responsible for the effective management of all highway capital investment resources and for highway system plan coordination. It provides highway system planning, priority setting, programming services, scheduling and expenditure control for capital construction and ancillary investment.

The Highway Planning Office assesses highway system conditions, deficiencies, short and long term capital needs; develops priorities and appropriate capital investment strategies; develops and administers the **highway** system management plan, future network perspectives, and carries out system planning studies for existing or proposed links in the provincial highway network.

The Highway Capital Administration Office's function is administration and financial coordination within the Provincial Highways Program, including establishment of budgets and monitoring current year expenditures for each activity of the program. The office also prepares and maintains multi-year highway capital **construction** plans, and is responsible for staging award schedules and current year expenditure control of all provincial highway improvement initiatives.

ESTIMATING OFFICE MTO 17
1201 Wilson Ave., 6th Flr., West Tower
Downsview M3M 1J8
416-235-4287

The Estimating Office advises senior Ministry officials on the fair price for **highway construction** and maintenance contracts. Activities include giving an **economic** analysis of highway construction and related work; producing annual reports on the costs of highway construction, structures and unit prices; and determining contractor bid trend results, along with the quantities and unit value of manufactured and raw material incorporated into the work.

ENGINEERING CLAIMS OFFICE MTO 18
1201 Wilson Ave., 6th Flr., West Tower
Downsview M3M 1J8
416-235-5264

The Engineering Claims Office advises senior Ministry officials about the resolution of disputes arising on tendered capital and maintenance contracts between the Ministry and contracting parties.

Activities include the verification of claim principles, analysis of the claimed costs and negotiating settlements with claimant.

PROPERTY OFFICE MTO 19
East Bldg., Lower Level, Rm. 0-28
1201 Wilson Ave.
Downsview M3M 1J8
416-235-4245

The Property Office is responsible for provincial policies and procedures in the areas of **property appraisal**, acquisition, **land** management, sales and leasing. The office ensures

monitoring processes are carried out to obtain good quality and uniform standards of performance; reviews selected regional land appraisals; coordinates technical training programs; administers overall property-related budgets; and prepares all **arbitration** cases proceeding before the **Ontario Municipal Board**. For information, contact the Property Section of the Engineering and Right-of-Way offices at regional offices listed under Operations, Regional.

## HIGHWAY ENGINEERING DIVISION

HIGHWAY ENGINEERING DIVISION MTO 20
1201 Wilson Ave., East Bldg.
Downsview M3M 1J8
416-235-4972

The Highway Engineering Division develops policies, design procedures and systems; conducts research; and offers advice for the infrastructure of the King's Highway System. The division also monitors the implementation and effectiveness of the processes and technologies used, and identifies needed improvements in consultation with the Ministry's regional offices and with industry.

ENGINEERING MATERIALS OFFICE MTO 21
1201 Wilson Ave., Central Bldg., Rm. 313
Downsview M3M 1J8
416-235-3733

Through the Bituminous (235-3715), Concrete (235-3705), Chemicals (235-3726), and Soils and Aggregates (235-3735) Sections, the Engineering Materials Office provides quality standards, policies and guidelines for materials and analysis services in the **construction**, maintenance and operation of highways. **Laboratory** testing, technical evaluation and approval services are available for materials to be used in the design, construction, maintenance and operation of the transportation system, including **highways** and **bridge**.

The Foundation Design Section (235-3731) conducts field investigations; performs geotechnical engineering analysis; and produces foundation designs for the proper construction and maintenance of highways and bridges. The Engineering Materials Office publishes reports which are distributed within the Ministry and made available to others on request.

ENVIRONMENTAL OFFICE MTO 22
1201 Wilson Ave., West Bldg., 2nd Flr.
Downsview M3M 1J8
416-235-3478
Fax 416-235-4922

The Environmental Office develops policies, procedures, monitoring and training to ensure the Ministry's compliance with **environmental** legislation and regulations. Particular emphasis is placed on project planning under the **Environmental Assessment Act**, and **waste** management under the **Environmental Protection Act**. Environmental units are located in each of the Ministry's regional offices (see this Ministry's Operations, Regional entry).

SURVEYS AND DESIGN OFFICE MTO 23
East Bldg., Lower Level
1201 Wilson Ave.
Downsview M3M 1J8
416-235-4258

1201 Wilson Ave., West Bldg.
Downsview M3M 1J8
416-235-3493

The Highway Design Office provides the Ministry with policies, standards, guidelines, and procedures for civil engineering, surveying, and cartographic applications related to provincial roads. It is concerned with the development of standards for **highway** geometrics, construction, **design, drainage, hydrology**, remote sensing, pavement, and new products.

The office develops and maintains the Ontario Provincial Standards which reflect **construction** and maintenance requirements for highways, watermains, and sewers.

Responsibilities include developing, monitoring and providing technical expertise on automation of highway design processes, determining skid resistance of pavments, and evaluating the roughness and riding quality of highways. It produces photogrammetric plans, cartographic maps, processing of legal documents, and provides control survey data/services.

The office produces a number of highway design and survey **publications** and manuals.

Maps are available to the public through the Ministry's Information Management Section of the Supply and Services Branch (235-4339).

STRUCTURAL OFFICE MTO 24
1201 Wilson Ave., Atrium Tower, 7th Flr.
Downsview M3M 1J8
416-235-4959

The Structural Office designs **bridges** and retaining walls on **highways**, and prepares plans and contract documents for their **construction** and rehabilitation. Activities include reviewing proposed designs of **municipal** bridges and culverts; evaluating the safe load carrying capacity of bridges; and recommending enactment of municipal load limit by-laws. The office generates and maintains structural standards, structural manuals and handbooks and design aids.

PROGRAM TECHNOLOGY OFFICE MTO 25
East Bldg., Lower Level
1201 Wilson Ave.
Downsview M3M 1J8
416-235-4258

The Program Technology Office is responsible for the long range information **technology** planning for the **Provincial Highways Program** to produce long range plans, action plans and operational plans as well as coordinating the establishment of standards and policy guidelines for implementation of new technology within the program.

Plans, technology standards and an internally produced newsletter on technology implementation is available from this office for use within the Provincial Highways Program.

RESEARCH AND DEVELOPMENT BRANCH MTO 26
1201 Wilson Ave., Central Bldg., Rm. 331
Downsview M3M 1J8
416-235-4744

The branch conducts **research** and development to improve the physical and safety attributes of highways. Pavement research focuses on design procedures, performance, and **pavement management systems**. Research on **bridge** structures ensures adequate load-carrying capacity, safety, economy, durability and the development of a bridge design code. The branch researches materials, construction and the environment to improve the in-service performance and behavior of materials, as well as, the interaction of the highway facility with the immediate environment and the vehicle. It also monitors and assists with the Canadian Strategic Highway Research Program, and with transportation research at universities. A wide variety of technical **publications** (235-4703) are available.

RESEARCH AND DEVELOPMENT BRANCH MTO 27
PAVEMENT AND ROADWAY RESEARCH OFFICE
Central Bldg., 3rd Flr., Rm. 331
1201 Wilson Ave.
Downsview M3M 1J8
416-235-4742

The Pavement and Roadway Research Office carries out research relating to the design, maintenance, protection and management of **highway** pavements. Some projects involve commercial **vehicle** weights, crack sealing, performance evaluation of pavements and maintenance techniques, and computer-based performance prediction methods, expert systems, and pavement management systems. Other areas include guiderail **design** and evaluation, illumination design and **noise** control.

RESEARCH AND DEVELOPMENT BRANCH MTO 28
MATERIALS RESEARCH OFFICE
Central Bldg., 3rd Flr., Rm. 331
1201 Wilson Ave.
Downsview M3M 1J8
416-235-4740

The Materials Research Office conducts research into the properties and applications of materials used in **highway** construction and maintenance. These include concrete, steel, asphalt cements, elastomers, polymers, soils, mineral aggregates, coating, and de-icing **chemicals**. The office also develops technology for the investigation and **rehabilitation** of deteriorated **bridges**, snow and ice control, vegetation management within the highway right-of-way, erosion control, environmental impacts, and pavement marking.

RESEARCH AND DEVELOPMENT BRANCH MTO 29
TRAFFIC AND DECISION SYSTEMS OFFICE
Central Bldg., 3rd Flr., Rm. 331
1201 Wilson Ave.
Downsview M3M 1J8
416-235-4743

The Traffic and Decision Systems Office is responsible for research and development of traffic control and information systems which improve the safety and cost-effectiveness of the roadway transportation system. These include **traffic** management systems for urban freeways and street networks, traffic and road/weather information systems, and mobile informa-

tion systems. The emphasis is on the application of new **technology** and techniques such as vehicle navigation and route guidance systems, traffic simulation and animation, real-time control and expert systems. Recent activities have focussed on "intelligent vehicle/highway systems" and their future impact on the roadway **transportation** system.

RESEARCH AND DEVELOPMENT BRANCH MTO 30
HIGHWAY INNOVATIONS AND
STRATEGIC RESEARCH OFFICE
Central Bldg., 3rd Flr.
1201 Wilson Ave.
Downsview M3M 1J8
416-235-4743

The Highway Innovations and Strategic Research Office conducts research into strategic and economic program issues, human factors related to the highway program, and develops methods to improve the implementation of research findings into Ministry practice; also included is the integration of new products and engineering techniques. The office is developing a computer database of new product information and research activities, and monitoring the activities of the United States **Strategic Highway Research Program** (SHRP) and the Canadian equivalent (CSHRP). **Publications** include technical reports based on in-house research and funded projects.

**PROVINCIAL TRANSPORTATION DIVISION**

AVIATION OFFICE MTO 31
1201 Wilson Ave., 2nd Flr., West Tower
Downsview M3M 1J8
416-235-4049

The Aviation Office represents the province on all matters related to **air** transportation in Ontario. The office develops provincial policies on aviation matters; influences the federal government and the aviation industry for the provision of improved transportation services and facilities; and monitors air services in Ontario to ensure that an adequate level of services is maintained.

The office gives technical advice and **financial assistance** to **municipalities** for the development and maintenance of municipal **airports**; and plans and programs the construction and maintenance of remote airports in **Northern Ontario**.

The actual construction and maintenance activities for remote airports are carried out by this Ministry's Remote Northern Transportation Office, Northwestern Region.

MARINE OFFICE MTO 32
1201 Wilson Ave., 2nd Flr., West Tower
Downsview M3M 1J8
416-235-4044
Fax 416-235-4932

The Marine Office works closely with the federal, provincial and state governments, and international agencies in cooperation with ports, carriers, shipyards, shippers and others within the province, to formulate provincial policy supporting **transportation** activities on the **Great Lakes** and the St. Lawrence Seaway, to benefit the public in Ontario.

RAIL OFFICE MTO 33
1201 Wilson Ave., 2nd Flr., West Tower
Downsview M3M 1J8
416-235-4058

The Rail Office develops provincial policy on **rail** matters, and maintains close contact with railway companies, shippers and regulatory authorities.

PROVINCIAL TRANSPORTATION SYSTEMS OFFICE MTO 34
1202 Wilson Ave., 2nd Flr., West Tower
Downsview M3M 1J8
416-235-4069

The Provincial Transportation Systems Office offers a Physical Distribution consulting service for small **business** firms encountering difficulties in getting their products to market. Service is provided by professional staff located in Downsview (see above), Thunder Bay, Sault Ste. Marie, and Kingston (see below). The office also acts as the primary contact with those in the private sector responsible for goods distribution, provides analysis, and prepares policy on goods distribution issues.

The Northern Ontario Freight Rate/Service Information Program (toll-free 1-800-461-2280) provides **freight rate and service information** for domestic and export truck, air and small shipments to, from and within Northern Ontario.

In addition, the office develops corporate policy positions on multi-modal passenger **transportation** issues and long-range perspectives for public and private transportation, particularly intercity. The office is also responsible for the Ministry's role in support of inter-modal passenger terminals, and **publishes** the **"Ontario Intercity Guide to Public Transportation"** for free distribution.

*Provincial Transportation Systems Office*
421 Bay St., 5th Flr.
**Sault Ste. Marie P6A 2A7**
705-942-7447

*Provincial Transportation Systems Office*
355 Counter St.
**Kingston, K7L 5A3**
613-545-4604

*Provincial Transportation Systems Office*
435 James St. S.
**Thunder Bay P7C 5G6**
807-475-SHIP

**MUNICIPAL TRANSPORTATION DIVISION**

MUNICIPAL TRANSPORTATION DIVISION MTO 35
1201 Wilson Ave., 3rd Flr., West Tower
Downsview M3M 1J8
416-235-3996
Fax 416-235-5224

The Municipal Transportation Division manages the Ministry's municipal transfer programs. Municipalities receive assistance in the development and operation of their transit systems for both conventional service and service for the physically disabled, and in the construction, rehabilitation and maintenance of their road systems. Authority is provided through the Public Transportation and Highways Improvement Act, Local Roads Boards Act, and Statute Labour Act.

MUNICIPAL TRANSPORTATION POLICY PLANNING BRANCH — MTO 36
1201 Wilson Ave., 3rd Flr., West Tower
Downsview M3M 1J8
416-235-4093
Fax 416-235-5224

The branch consists of the Transportation Demand Research Office (235-4079); Municipal Transportation Policy Office (235-4093); Toronto Area Coordinating Office (235-3971); and Coordinator, Transportation Services for Disabled and Elderly Persons (235-3963). This branch guides **municipal transportation** towards a balanced system of transit and roads by developing position papers on key issues and specific policy options; researches **travel** demand; monitors future trends and travel behavior in the province; coordinates broad mobility initiatives for the **disabled** and **elderly**; implements policy directions to coordinate its efforts with other offices, ministries, municipalities and transportation agencies; and provides a transportation focus within the Ministry for major planning initiatives in the greater Toronto area.

MUNICIPAL ROADS BRANCH — MTO 37
Cochrane Temiskaming Resources Centre
P. O. Bag 3010, Hwy. 101
South Porcupine P0N 1H0
705-235-8691
Fax 705-235-8310

The Municipal Roads Branch formulates policy for providing **financial assistance** to **municipalities** and groups in **unorganized territories** for the **construction** and maintenance of **roads** and **bridges**. The office develops systems to assist municipalities in the overall programming of capital works, and administers the **Public Transportation and Highway Improvement Act** and the **Local Roads Boards Act**. Construction and maintenance in unorganized territories is carried out in various district offices under the direction of Regional Municipal Roads Offices. The district offices maintain direct day-to-day contact with the municipalities. For a list of the district offices, see this Ministry's Operations, Regional entry.

TRANSIT OFFICE — MTO 38
1201 Wilson Ave., 3rd Flr., West Tower
Downsview M3M 1J8
416-235-4010
Fax 416-235-5224

The Transit Office provides **financial** and technical assistance to **municipalities** for **transit** operations, including specialized services for physically **disabled persons**. Assistance is also made available for construction, acquisition and rehabilitation of capital assets and equipment, and for transit planning studies and demonstration projects.

TRANSPORTATION TECHNOLOGY AND ENERGY BRANCH — MTO 39
Central Bldg., 3rd Flr., Rm. 333
1201 Wilson Ave.
Downsview M3M 1J8
416-235-5043

The Transportation Technology and Energy Branch conducts and promotes **research**, development, demonstration and the application of **transportation** and **energy technologies** and

systems to improve the efficiency and effectiveness of Ontario's transportation systems. The branch also supports the transportation industry and fosters economic growth.

Technical **Publications** (235-3466) publishes and distributes technical reports, newsletters and brochures in support of the branch's activities.

TRANSPORTATION TECHNOLOGY AND ENERGY BRANCH — MTO 40
TRANSPORTATION INDUSTRY SUPPORT
1201 Wilson Ave., East Bldg., Rm. 144
Downsview M3M 1J8
416-235-3745

Transportation Industry Support (TIS) provides a focus within the Ministry for transportation initiatives related to **technological** and **industrial** development in Ontario. This function is realized by working with other ministries and levels of government to promote the development of **business** opportunities identified through the Ministry of Transportation's wide-ranging **transportation** related activities. By providing a point of contact with and for industry, TIS facilitates access to advice, expertise, information and staff resources.

TRANSPORTATION TECHNOLOGY AND ENERGY BRANCH — MTO 41
VEHICLE TECHNOLOGY OFFICE
1201 Wilson Ave., Central Bldg.
Downsview M3M 1J8
416-235-5019

This office initiates, conducts and evaluates research, development and demonstration activities to improve productivity, **safety** (including stability and handling), and application of technology to **bus transit** and commercial vehicles. The office conducts **research** on **motor vehicles, trucks**, alternate **fuels**, and **electric** propulsion systems, develops and demonstrates new products for vehicles to improve the mobility of the handicapped. Special testing facilities, including an instrumentation **laboratory**, chassis dynamometer and commercial vehicle test track, support these activities and other Ministry needs.

TRANSPORTATION TECHNOLOGY AND ENERGY BRANCH — MTO 42
RAIL AND ADVANCED TRANSPORTATION SYSTEMS OFFICE
1201 Wilson Ave., Central Bldg.
Downsview M3M 1J8
416-235-3459

This office conducts and manages **research** development and demonstration in **rail transportation** technology. The office conducts systems studies with the aim of determining the merit of alternative systems, **technologies** and approaches. The office also provides technical advice to the Ministry on rail transportation issues.

TRANSPORTATION TECHNOLOGY AND ENERGY BRANCH — MTO 43
TRANSPORTATION CONTROL TECHNOLOGY AND SYSTEMS OFFICE
1201 Wilson Ave., Central Bldg.
Downsview M3M 1J8
416-235-3459

The Transportation Control Technology and Systems Office conducts, promotes and facilitates **research**, development and demonstration activities in the application of control and information system technologies to improve transportation in Ontario. Emphasis is on assisting the public and private sectors in improving productivity and the quality of life in Ontario as it pertains to transportation. Activities are concentrated in the areas of urban transit management; vehicular control systems; Intelligent Vehicle/Highway Systems (IVHS); driver information systems; automatic vehicle identification; and other advanced technology applications such as Wide Area Vehicle Monitoring (WAVM), robotics, fare collection, automatic passenger counting, vehicle diagnostics, smart cards, and expert systems.

TRANSPORTATION TECHNOLOGY AND ENERGY BRANCH — MTO 44
TRANSPORTATION ENERGY AND PRODUCTIVITY OFFICE
1201 Wilson Ave., Central Bldg.
Downsview M3M 1J8
416-235-5037

The Transportation Energy and Productivity Office promotes energy and operational efficiency and productivity within Ontario's transportation sector. The office reaches Ontario's trucking industry, industrial and institutional fleets, and provides information to municipalities, other ministries, and the general driving public. The office provides the following information: **municipal transportation energy conservation**; ride-sharing (car and van pooling); DriveSave (**driver** efficiency improvement); TruckSave (**truck** energy conservation); alternative transportation **fuels** (propane, **natural gas**, methanol, greater use of diesels).

## ASSISTANT DEPUTY MINISTER-SAFETY AND REGULATION

TRANSPORTATION REGULATION DEVELOPMENT BRANCH — MTO 45
1201 Wilson Ave., 2nd Flr., West Bldg.
Downsview M3M 1J8
416-235-3622
Safety Coordination/Development
416-235-3585
Motor Carrier Policy
416-235-3603
Fax 416-235-4850

The branch promotes the safe and efficient highway transportation of people and goods within Ontario by: determining and evaluating regulatory program needs of private and commercial **drivers** and **vehicles**, providing information and liaison on government policies concerning the **highway** carrier industries; and preparing drafts for proposed legislation and regulation (**Highway Traffic Act, Truck Transportation Act, Public Vehicles Act, Motorized Snow Vehicles Act, Off-Road Vehicles Act**). The branch also assists the Ontario Highway

Safety Coordinator in the promotion and coordination of highway **safety** activities in the public and private sectors; develops, monitors and evaluates **educational**, regulatory or policy initiatives designed to influence the qualification, behavior and attitudes of drivers and other road users and the use of safety-related vehicle equipment; conducts highway safety research, primarily in the driver behavior area; disseminates highway safety **information**, data and research findings; and publishes the **Ontario Road Safety Annual Report.**

**TRANSPORTATION REGULATION OPERATIONS DIVISION**

END USER SERVICE MTO 46
3501 Dufferin St., 4th Flr.
Downsview M3K 1N6
416-235-4502

End User Service is an internal systems support office serving the operational units with the Safety and Regulation program. The office provides business analyses with measurement and micro based system development. A major responsibility is serving the senior management information needs through provision of executive information systems, electronic mail and office related facilities. The services are handled out of Toronto and the Kingston office located at 355 Counter St., Kingston K7L 1A7 (613-544-2220).

COMPLIANCE BRANCH MTO 47
CARRIER LICENSING OFFICE
3501 Dufferin St., 3rd Flr.
Downsview M3K 1N5
416-235-4493

The Carrier Licensing Office administers the Public Vehicles Act, the Truck Transportation Act and the **Motor Vehicle Transport Act (Canada)** 1987. The office issues operating licences under the **Public Vehicles Act (PV)**, e.g., bus and charter bus operations, and for-hire **trucking** under the **Truck Transportation Act (TTA)**. These operating licenses are necessary for buses and trucks operating in a for-hire environment beyond municipal boundaries. The office also administers the issuing of operating **licenses** for a for-hire bus and truck operations under the Motor Vehicle Transport Act (Canada) 1987. This Act covers for-hire transportation across the provincial boundaries, including corridor movements through the province.

The issuance of **Commercial Vehicle Operator Registration Certificates** is also controlled by this office. These certificates are issued under the authority of the **Highway Traffic Act**.

Applications for a **cartage** licence to transport goods within the boundaries of a municipality should be made to the Clerks Office of that municipality.

COMPLIANCE BRANCH MTO 48
CARRIER CONTROL OFFICE
3501 Dufferin St., 3rd Flr.
Downsview M3K 1N5
416-235-4479

The Carrier Control Office investigates purported contraventions under the Motor Vehicle Transport (Federal), Truck Transportation (Provincial), Public Commercial Vehicles (Provincial), and Public Vehicles (Provincial) Acts. It monitors operations of carriers, and initiates control and sanction proceedings against offenders for the aforementioned Acts. The Enforcement Liason Section monitors enforcement programs and acts as a focal point for **National Safety Code** initiatives and relations with other jurisdictions.

COMPLIANCE BRANCH MTO 49
OPERATIONAL POLICY AND STANDARDS OFFICE
West Bldg., 2nd Flr., Rm. 212
1201 Wilson Ave.
Downsview M3M 1J8
416-235-3568

The Operational Policy and Standards Office promotes the uniform delivery of programs to the public by providing directives, operating procedures and technical expertise within the Compliance Branch.

COMPLIANCE BRANCH MTO 50
VEHICLE STANDARDS OFFICE
West Bldg., 2nd Flr., Rm. 212
1201 Wilson Ave.
Downsview M3M 1J8
416-235-3587

The Vehicle Standards Office provides consulting services to the Ministry, other government agencies and the public on **vehicle** related legislation and regulations, vehicle safety standards, vehicle performance and handling characteristics.

LICENSING AND CONTROL BRANCH MTO 51
1201 Wilson Ave., East Bldg.
Downsview M3M 1J8

The Licencing and Control Branch regulates qualifications and performance, and maintains licensing, registration and conviction records for **drivers** and **vehicles**. The branch also provides driver and vehicle **information** to the public, the courts and law enforcement agencies. For inquiries concerning vehicle licensing, driver control (suspensions, demerit points), and driver **licensing** (renewals, change of address), call 235-2999; inquiries on the Canadian Agreement on Vehicle Registration call 235-4775; inquiries for Oversize/overweight Permits call 235-4811, or contact the nearest regional or district Drivers and Vehicles Office (see Operations, Regional, Drivers and Vehicles Office).

LICENSING AND CONTROL BRANCH MTO 52
RECIPROCITY AND PRORATE OFFICE
1201 Wilson Ave., East Bldg.
Downsview M3M 1J8
416-235-5252

The Reciprocity and Prorate Office administers Ontario's participation in the **Canadian Agreement on Vehicle Registration (CAVR)**, which has been implemented by all ten Canadian provinces (excluding the territories). The objective of the agreement is to provide for the smooth and efficient movement of goods across provincial boundaries, allowing **trucking** companies and commercial carriers to apportion their registration fees in each participating province. The office provides reciprocity for **registration** of commercial **motor vehicles** (trucks and **buses**) in the following ways. Full and free reciprocity is given for small trucks, trailers, charter buses and trucks carrying used household goods. Commercial vehicles not covered by full and free reciprocity may register in member jurisdictions and have the registration fees prorated, based on the distance travelled in each jurisdiction.

## OPERATIONS, REGIONAL

OPERATIONS, REGIONAL MTO 53

Operations, Regional of this Ministry are conducted through five regional and 18 provincial highways district offices which perform pre-contract engineering, **construction** and maintenance activities and other functions associated with the **Provincial Highways Program**. The offices also perform some of the program delivery functions of the Municipal Roads Program, Safety and Regulation Program and Air Program. These functions are described more fully under the following Operations, Regional entries: Administrative Services, Construction Office, Drivers and Vehicles Office, Engineering and Right-of-Way Office, Maintenance Office, Municipal Roads Office, Remote Northern Transportation, and Resources Planning and Scheduling. The Drivers and Vehicles Office has five regional offices, 12 district offices and a number of driver examination centres, which are listed under Operations, Regional, Drivers and Vehicles Office.

The 18 provincial highways district offices assist municipal authorities in developing and maintaining a system of highways that meets municipal needs and is complementary to the provincial highways system. The offices advise on construction and maintenance techniques, when requested, and authorize payment of Ministry **subsidy** funds to **municipalities**. In **unorganized territories**, construction or maintenance of local roads is carried out in cooperation with land owners. The offices also provide **information** on the condition of provincial **roads** and **highways**. **Permits** for entrances onto provincial highways, as well as for **advertising** signs and buildings/structure adjacent to the highways are issued through the district offices. Listed below are the five regional and 18 provincial highway district offices.

### CENTRAL REGION

*Regional Office*
1201 Wilson Ave., Atrium Tower
**Downsview M3M 1J8**
416-235-2711
If long distance dial
1-800-268-0637 (General Information)
1-800-268-1376 (Road Information)
1-800-268-1387 (Winter Conditions)

*Burlington District*
P. O. Box 5020
1182 North Shore Blvd.
**Burlington L7R 3Z9**
416-637-5625

*Toronto District*
1201 Wilson Ave., Atrium Tower
**Downsview M3M 1J8**
416-235-5385

*Port Hope District*
P. O. Box 150
138 Hope St. N.
**Port Hope L1A 3W3**
416-885-6381

### EASTERN REGION

*Regional Office*
P. O. Box 4000
355 Counter St.
**Kingston K7L 5A3**
613-544-2220
If long distance dial
1-800-267-0295 (General Information)
1-800-267-0284 (Road Information)

*Bancroft District*
P. O. Box 300
64 Monck Rd.
**Bancroft K0L 1C0**
613-332-3220
If long distance ask Operator
for Zenith 83580
(General & Road Information)

*Kingston District*
P. O. Box 4000
355 Counter St.
**Kingston K7L 5A3**
613-544-2220

*Ottawa District*
530 Tremblay Rd.
**Ottawa K1G 0E4**
613-745-6841

**NORTHERN REGION**

*Regional Office*
P. O. Box 3030
447 McKeown Ave.
**North Bay P1B 8L2**
705-472-7900
If long distance dial
1-800-461-9547 (General Information)
1-800-461-9523 (Road Information)

*Cochrane District*
P. O. Bag 5000
50 Third Ave.
**Cochrane P0L 1C0**
705-272-4333

*Huntsville District*
207 Main St.
**Huntsville P0A 1K0**
705-789-2391

*New Liskeard District*
P. O. Box 1390
500 Rockley Rd.
**New Liskeard P0J 1P0**
705-647-6761

*North Bay District*
P. O. Box 3030
447 McKeown Ave.
**North Bay P1B 8L2**
705-472-7900

*Sudbury District*
P. O. Box 7000, Station "A"
McFarlane Lake, Hwy 69 S.
Government Office Rd.
**Sudbury P3A 4S2**
705-522-9380

**NORTHWESTERN REGION**

*Regional Office*
P. O. Box 1177, Station "F"
615 James St. S.
**Thunder Bay P7C 4X9**
807-473-2000
If long distance dial
1-800-465-6941 (General Information)
1-800-465-6943 (Road Information)

*Kenora District*
P. O. Box 5070
808 Robertson St.
**Kenora P9N 3X9**
807-468-6494

*Sault Ste. Marie District*
P. O. Box 500
160 McDougall St.
**Sault Ste. Marie P6A 5M6**
705-942-8120

*Thunder Bay District*
P. O. Box 1177
615 James St. S.
**Thunder Bay P7C 4V7**
807-473-2043

**SOUTHWESTERN REGION**

*Regional Office*
P. O. Box 5338
659 Exeter Rd.
**London N6A 5H2**
519-681-1441
If long distance dial
1-800-265-6072 (General Information)
1-800-265-6070 (Road Information)

*Chatham District*
P. O. Box 819
60 Keil Dr.
**Chatham N7M 5L3**
519-354-1400

*London District*
P. O. Box 5338
659 Exeter Rd.
**London N5V 2Y4**
519-681-1441

*Owen Sound District*
P. O. Box 520
1450 Seventh Ave. E.
**Owen Sound N4K 5R1**
519-376-7350

*Stratford District*
P. O. Box 8
581 Huron St.
**Stratford N5A 6S8**
519-271-3550

OPERATIONS, REGIONAL ADMINISTRATIVE SERVICES — MTO 54

Regional and district offices provide financial, personnel, supply and support services to all program staff operating out of regional/district and field offices. These services include payroll and related items; processing accounts for payment; maintaining cost records and budgets; purchasing goods and/or services and stockkeeping; supply and service tenders; communications (telephone, teletype); recruitment, classifications, counselling of staff, etc.; newspaper advertising; secretarial support, furniture and office equipment ordering; and record maintenance. See this Ministry's Operations, Regional entry for a list of regional and district offices.

OPERATIONS, REGIONAL CONSTRUCTION OFFICE — MTO 55

Through five Regional Construction Offices, the Ministry administers and supervises contacts for the **construction** of new **highway** facilities and for rehabilitation and upgrading of the existing highways. These offices are located at the five regional offices listed under this Ministry's Operations, Regional entry.

OPERATIONS, REGIONAL ENGINEERING AND RIGHT-OF-WAY OFFICE — MTO 56

An Engineering and Right-of-Way Office is located at each of the Ministry's five regional offices listed under the Operations, Regional entry. Each office manages all pre-construction engineering activities, **environmental** assessment, **property** acquisition and disposal required for the Ministry's **highway** improvement programs. The Planning and Design Section prepares preliminary designs and assessments of existing and future highway systems; produces detailed project and contract designs; coordinates activities to ensure that detailed design contract packages conform to the Environmental Assessment Act; and ensures compatibility of public and private developments with existing highway facilities and future improvements. The Surveys and Plans Section provides all engineering and land **surveys** and aerial **photograph** interpretation in the region. The Property Section acquires, manages, leases and sells the Ministry's property holdings. The Geotechnical Section conducts investigations and evaluations of existing **soil** conditions; recommends embankments and pavement designs; specifies retaining wall and culvert foundation capacities; and identifies and tests aggregate sources suitable for use by Ministry contractors. The Structural Section undertakes structural and **hydrological** designs.

OPERATIONS, REGIONAL MAINTENANCE OFFICE — MTO 57

The **Highway Maintenance Program** for all districts in the region is coordinated, approved and monitored through the regional offices (see list under this Ministry's Operations, Regional entry). They manage **construction** and maintenance programs associated with patrol yards and buildings. Through their Traffic Section, the offices collect **traffic statistics**, conduct traffic operations studies, determine **road** information, sign and traffic signal

locations, and provide traffic engineering services, upon request from external and internal authorities.

OPERATIONS, REGIONAL MTO 58
MUNICIPAL ROADS OFFICE

This office approves and authorizes **financial assistance** to **municipalities** through the Ministry's municipal **road** programs, within policy guidelines established by Head Office. A Municipal Roads Office is located at each of the Ministry's 18 district offices in the five regions which are listed under the Operations, Regional entry.

OPERATIONS, REGIONAL MTO 59
REMOTE NORTHERN TRANSPORTATION
615 James St. S.
P. O. Box 1177
Thunder Bay P7C 4X9
807-473-2000

This office, located in the northwestern regional headquarters, is responsible for the **construction** and ongoing operation of remote **airports** in **Northern Ontario**. For information on provincial policy on aviation matters, see this Ministry's Aviation Office entry.

OPERATIONS, REGIONAL MTO 60
RESOURCES PLANNING AND SCHEDULING

A Resources Planning and Scheduling Office is located at some of this Ministry's regional offices (see the Operations, Regional entry). Activities include providing **computer** services support, staff training and development, **personnel** management, and management **systems development** to each region. Improvements to the **highway** system are coordinated within the regions as part of the Provincial Highways Program. The Regional Administrative Services Office supports these functions in regions that do not have a Resources Planning and Scheduling Office.

OPERATIONS, REGIONAL MTO 61
DRIVERS AND VEHICLES OFFICE

Operations, Regional, Drivers and Vehicles Office provides driver examination, vehicle inspection and highway carrier enforcement programs through five regional and 15 district offices in the province. The offices hold driver examination tests for various classifications of **drivers** of **motor vehicles**, including **motorcycles**, and for driver education instructors. Driver **licences** are issued at 64 full-time centres and 98 travel points. Offices throughout the province conduct demerit system and driver improvement interviews. The vehicle inspection function involves inspection of commercial motor vehicles, monitoring of **school** and non-commercial **bus** inspection, issuance of **safety** standard certificates, and operation of portable and permanent inspection lanes. Highway carrier officers inspect commercial motor vehicles for compliance with weight and license legislation. Oversize/overweight **permits** are issued in districts on an annual, project and single-trip basis. The following is a list of the five regional offices, 15 district offices, and 64 full-time driver examination centres.

## CENTRAL REGION

### Regional Office

Atrium Tower
1201 Wilson Ave.
**Downsview M3M 1J8**
For all areas dial
1-800-268-7590 vehicle inquiry
1-800-268-0637 general inquiry

### District Offices

*John Rhodes Centre*
7900 Airport Rd.
**Brampton L6T 4N8**
416-793-4340
(Regional Municipalities of Halton and Peel)

*Driver Licencing*
416-793-4336

*Bus and Truck Operations*
*Safety Inspection of Vehicles*
*Oversize/Overweight Permits*
416-793-4340

*Port Hope District*
138 Hope St. N.
P. O. Box 150
**Port Hope L1A 3W3**
416-885-2481
(Counties of Northumberland, Peterborough, Victoria and Regional Municipality of Durham)

*Driver Licensing*
*Bus and Truck Operations*
*Safety Inspection of Vehicles*
416-885-2481

*Oshawa Office*
67 Thornton Rd.
**Oshawa L1J 5Y1**
416-728-5890

*Toronto District*
773 Warden Ave.
**Scarborough M1L 4C2**
416-750-3407
(Regional Municipality of York & Metropolitan Toronto)

*Driver Licensing*
416-751-4952

*Bus & Truck Operations*
*Safety Inspection of Vehicles*
416-750-3407

*Vehicle Permits & Licences*
Queen's Park: 416-965-2206

*Oversize/Overweight Permits*
416-750-3407

*Hamilton District*
370 Kenora Ave. N.
**Stoney Creek L8E 2W2**
416-561-5921
(County of Brant, the former County of Haldimand & the Regional Municipalities of Hamilton-Wentworth and Niagara)

*Driver Licensing*
416-561-5921

*Bus & Truck Operations*
416-561-5926

*Safety Inspection of Vehicles*
416-561-5927

*Vehicle Permits & Licences*
416-561-5921

*Oversize/Overweight Permits*
Hamilton: 416-561-5926
St. Catharines: 416-685-6528

## EASTERN REGION

### Regional Office

355 Counter St.
**Kingston K7L 5A3**
613-544-2220
If long distance dial
1-800-267-0295

### District Offices

*Kingston District*
355 Counter St.
**Kingston K7L 5A3**
613-544-2220
(Counties of Lennox and Addington, Hastings, Prince Edward, Frontenac, Leeds and Grenville, Stormont, Dundas and Glengarry)

*Ottawa District*
1570 Walkley Rd.
**Ottawa K1V 6P5**
613-731-3962
(Counties of Lanark, Renfrew, Prescott, Russell and the Regional Municipality of Ottawa-Carleton)

*Driver Licensing*
613-731-1760

*Bus & Truck Operations*
*Safety Inspection of Vehicles*
*Oversize/Overweight Permits*
*Vehicle Permits & Licences*
613-731-6451

## NORTHERN REGION

### Regional Office

447 McKeown Ave.
P. O. Box 3030
**North Bay P1B 8L2**
705-472-7900
If long distance dial
1-800-461-9548

### District Offices

*North Bay District*
447 McKeown Ave.
**North Bay P1B 8L2**
705-472-7900
If Long distance dial
1-800-461-9548
(District of Parry Sound, Nipissing, the District Municipality of Muskoka & the Provisional County of Haliburton)

*Timmins District*
83 Algonquin Blvd. W.
**Timmins P4N 2R4**
705-264-5349
(Districts of Timiskaming and Cochrane)

*Driver Licensing*
705-264-5349

*Sudbury District*
782 La Salle Blvd.
**Sudbury P3A 4V4**
705-566-0315
(Sudbury, Manitoulin and Eastern part of Algoma District and the Regional Municipality of Sudbury)

*Bus & Truck Operations*
*Safety Inspection of Vehicles*
*Oversize/Overweight Permits*
705-566-1414

*Driver Licencing*
705-566-0315

## NORTHWESTERN REGION

### Regional Office

615 James St. S.
Box 1177, Station "F"
**Thunder Bay P7C 4X9**
807-473-2122
If long distance dial
1-800-465-5032/3 (road information)
1-800-465-5034 (switchboard)
1-800-465-5035 (drivers & vehicles)

### District Offices

*Kenora District*
808 Robertson St.
Box 2250
**Kenora P9N 3X9**
807-468-9715
(Districts of Kenora
& Rainy River)

*Driver Licensing*
*Oversize/Overweight Permits*
*Bus & Truck Operations*
*Safety Inspection of Vehicles*
807-468-9715

*Sault Ste. Marie District*
370 Lake St.
**Sault Ste. Marie P6B 3L1**
705-945-9393
(District of Algoma)

*Thunder Bay District*
615 James St. S.
**Thunder Bay P7C 4X9**
807-473-2122
(District of Thunder Bay)

*Vehicle Licensing*
*Driver Licensing*
807-475-4291

*Oversize/Overweight Permits*
807-473-2040

*Bus & Truck Operations*
*Safety Inspection of Vehicles*
807-473-2021

*Dryden Office*
479 Government Rd.
P. O. Box 3000
**Dryden P8N 3B3**
807-223-3237

*Fort Frances Office*
621 Mowat Ave.
P. O. Box 536
**Fort Frances P9A 3M8**
807-274-6623

*Wawa Office*
11B Second Ave.
Box 497
**Wawa P0S 1K0**
705-856-7086

## SOUTHWESTERN REGION

### Regional Office

659 Exeter Rd.
P. O. Box 5338
**London N6A 5H2**
519-681-1441
If long distance dial
1-800-265-6072

### District Offices

*Kitchener District*
524 Belmont Ave. W.
**Kitchener N2M 5E3**
519-744-6340
(Counties of Huron, Perth,
Wellington, Bruce, Grey,
Dufferin, Simcoe and the Regional
Municipality of Waterloo)

*Driver Licensing*
519-744-6340

*Safety Inspection of Vehicles*
*Oversize/Overweight Permits*
*Vehicle Permits & Licences*
519-681-1441

*Windsor District*
2090 Wyandotte St. E.
**Windsor N8Y 1E6**
519-258-8312
(Counties of Essex,
Kent & Lambton)

*Driver Licensing*
*Bus & Truck Operations*
Windsor: 519-258-8312
Windsor: 519-723-2227
Sarnia: 519-542-7709

*Safety Inspection of Vehicles*
519-258-8312

*Oversize/Overweight Permits*
Sarnia: 519-542-7707/8
Windsor: 519-258-8312

**DRIVER EXAMINATION CENTRES**

800 Yonge St. S.
**Aurora L4G 1M2**
416-773-5019

64 Monck St., Box 300
**Bancroft K0L 1C0**
613-332-4441

The Duckworth Plaza
353 Duckworth St.
**Barrie L4M 3X8**
705-726-9093

220 Dundas St. E.
**Belleville K8N 1E3**
613-962-8661/2

John Rhodes Driver
Examination Centre
7900 Airport Rd.
**Brampton L6T 4N8**
416-793-4340

14 Holiday Inn Dr.
P. O. Box 1554
**Brantford N3T 5V6**
519-756-5735/0290

2382 Parkdale Ave.
**Brockville K6V 3G8**
613-342-9772/9

Towers Plaza
152 Plains Rd. W.
**Burlington L7T 1E9**
416-632-0446

261 Elgin St. N.
Box 123
**Cambridge N1R 5S9**
519-623-0550

Court House
**Cayuga NOA 1E0**
416-772-5302

62 Keil Dr. S.
**Chatham N7M 3G8**
519-352-6154

154 Beech St.
**Clinton N0M 1L0**
519-482-7831

19 Charles St.
**Cobourg K9A 2T4**
416-372-5777

50 Third Ave.
Bag 5000
**Cochrane P0L 1C0**
705-272-4333

120 Tollgate Rd. W.
**Cornwall K6J 5M3**
613-933-8921/2

479 Government Rd.
P. O. Box 3000
**Dryden P8N 3B3**
807-223-3237

375 Station Rd.
Box 240
**Espanola P0P 1C0**
705-869-4884

621 Mowat Ave.
Box 536
**Fort Frances P9A 3M8**
807-274-6623

Victoria Grange Plaza
25 Victoria Rd. N.
**Guelph N1E 5G6**
519-824-2790

Mountain Plaza, Store U
673 Upper James St.
**Hamilton L9C 5R9**
416-389-2242/3

21 Nelson St.
**Hawkesbury K6A 1L4**
613-632-4638

207 Main St. W.
Equipment Bldg.
**Huntsville P0A 1K0**
705-789-4170

6 Queen St.
**Kapuskasing P5N 1G7**
705-335-4290

808 Robertson St.
Box 2250
Ontario Government Bldg.
**Kenora P9N 3X8**
807-468-9715/5618

355 Counter St.
**Kingston K7L 5A3**
613-544-2220 Ext. 347

6 Tweedsmuir Rd.
**Kirkland Lake P2N 1H9**
705-567-7911

524 Belmont Ave. W.
**Kitchener N2M 5E3**
519-744-6340/1

89 Erie St. N.
**Leamington N8H 2Z7**
519-326-2581

Ontario Government Bldg.
322 Kent St. W., Rm. 133
**Lindsay K9V 2Z9**
705-324-6431

659 Exeter Rd.
Box 5338
**London N6A 5H2**
519-681-2501 recording
519-681-2503 direct line

578 King St.
**Midland L4R 4P3**
705-526-9471

500 Rockley Rd.
Box 1209
**New Liskeard P0J 1P0**
705-647-5406

Stamford Green Plaza
3483 Portage Rd. N.
**Niagara Falls L2J 2K5**
416-356-0742

447 McKeown Ave.
Box 3030
**North Bay P1B 8L2**
705-472-7900 Ext. 329

177 Cross Ave.
**Oakville L6J 2W7**
416-845-0451

70 First St., Ste. 101
**Orangeville L9W 2E5**
519-941-6861

I.G.A. Plaza
404 Laclie St.
**Orillia L3V 4P5**
705-326-9293

67 Thornton Rd. S.
**Oshawa L1J 5Y1**
416-728-5890

1570 Walkley Rd.
**Ottawa K1V 6P5**
613-731-2744

1450 Seventh Ave. E.
**Owen Sound N4K 2Z1**
519-376-2342/2343

513 Eganville Rd.
**Pembroke K8A 4E6**
613-732-7041

749 Erskine Ave.
**Peterborough K9J 7Y6**
705-745-9066

740 Stewart St. N.
**Renfrew K7V 3B9**
613-432-4556

512 Welland Ave.
**St. Catharines L2M 5V5**
416-685-6527/8

1362 Lambton Mall Rd., Ste. 4
**Sarnia N7S 5A1**
519-542-7707/8

370 Lake St.
**Sault Ste. Marie P6B 3L1**
705-254-4365/6

773 Warden Ave.
**Scarborough M1L 4C2**
416-751-4952

599 Bank St.
**Simcoe N3Y 3N3**
519-426-6722

283 Brockville St.
**Smiths Falls K7A 1P5**
613-283-2815

370 Kenora Ave. N.
**Stoney Creek L8E 2W2**
416-561-5921

581 Huron St.
**Stratford N5A 5T8**
519-271-0961

200 Metcalfe St. E.
**Strathroy N7G 1P8**
519-245-1020

Montrose Mall
782 LaSalle Blvd.
**Sudbury P3A 1X4**
705-566-0316

615 James St. S.
Box 1177, Station "F"
**Thunder Bay P7C 4X9**
807-475-4291
If long distance dial
1-800-465-5035

56 Brook St. E.
**Tillsonburg N4G 1Z6**
519-842-5739

83 Algonquin Blvd. W.
**Timmins P4N 2R4**
705-264-5349

Rm. M1-20, Macdonald Block
**Queen's Park, Toronto M7A 2A2**
416-965-6061

Trent Square
5 Stewart St
**Trenton K8V 6H5**
613-392-3346

220 Ridout St.
**Walkerton N0G 2V0**
519-881-3400

11B Second Ave.
Box 497
**Wawa P0S 1K0**
705-856-7086

A & P Plaza
325 Thorold St. W.
**Welland L3C 3W4**
416-774-2206

449 Main St. E.
**Winchester K0C 2K0**
613-774-2206

2090 Wyandotte St. E.
**Windsor N8Y 1E6**
519-258-8312

Springbank Shopping Plaza
212 Springbank Ave.
**Woodstock N4S 7R3**
519-539-2223

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Transportation are listed below. Contact the information branch for unlisted agencies.

### ONTARIO HIGHWAY TRANSPORT BOARD MTO 62

151 Bloor St. W., 10th Flr.
Toronto M5S 2T5
416-965-1845

The Ontario Highway Transport Board, an administrative tribunal, recommends to the Minister of Transportation the issuance of and extensions to operating **licences** for **bus** for-hire services, approval or rejection of transfers of operating licences and share transfers under the Public Vehicles Act. Under the Truck Transportation Act, 1988 and the Motor Vehicle Transport Act, 1987, the Board determines the need to hold a public interest hearing and when required holds the hearing. It also maintains a **library**, available to the public for inspection of Board reports and decisions, and publishes its Annual Report.

### GO TRANSIT MTO 63

1120 Finch Ave. W.
Downsview M3J 3J8
416-665-9211
Fax 416-665-9006

GO Transit is the Province of Ontario's inter-regional **transit** system linking Metropolitan Toronto with the surrounding Regions of Durham, York, Peel, Halton, and Hamilton-Wentworth. The system started as a single rail line in 1967, and is now an integrated network of train and bus services running over an 8,000 square kilometre (3,000 square mile) area up to 90 kilometres (55 miles) from downtown Toronto. GO (Government of Ontario) administers the system using contract operators, CN Rail and CP Rail for GO Train service; GO runs its bus service directly. For timetable and fare information, phone the local GO Transit number (in Toronto, 665-0022).

GO operates under the Toronto Area Transit Operating Authority Act, and reports to the Legislature through the Minister of Transportation. The office maintains a library, open to the public (665-9211), and publishes various timetables, brochures, and an annual report.

### LICENCE SUSPENSION APPEAL BOARD MTO 64

700 Bay St., 24th Flr.
Toronto M5G 1Z6
416-963-1583

The Board hears appeals from persons whose **driver** or **vehicle licence** has been suspended under the **Highway Traffic Act**, Section 30 and Section 18. Appeals are also heard concerning the refusal, revocation or conditions of motor vehicle inspection station licences under the Highway Traffic Act, Section 75(8) (a) and (e) and Section 77 (a) and (c).

## ACTS

ACTS MTO 65

The Ministry of Transportation is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or information/communications branch.

Airports Act
Blue Waters Bridge Act
Bridges Act
Commuter Services Act
Dangerous Goods Transportation Act, 1981
Ferries Act
Highway Traffic Act
Local Roads Boards Act
Ministry of Transportation and Communications Act
Motorized Snow Vehicles Act
Municipal Electric Railways Act
Off-Road Vehicles Act, 1983
Ontario Highway Transport Board Act
Ontario Transportation Development Corporation Act
Public Service Works on Highways Act
Public Transportation and Highways Improvement Act
Public Vehicles Act
Railways Act
Statute Labour Act (Part)
Toll Bridges Act
Toronto Area Transit Operating Authority Act
Township of Pelee Act, 1978
Truck Transportation Act, 1988
Urban Transportation Development Corporation Ltd. Act

# MINISTRY OF TREASURY AND ECONOMICS

**Frost Bldg. S.**
**Queen's Park, Toronto M7A 1Y7**

A Treasury department was first established in Ontario in 1867. Over the years, the Treasury has been a part of various other government departments including Education, Commerce, Development and Federal and Provincial Relations. In 1972, certain sections of the Department of Municipal Affairs and the Department of Treasury and Economics were combined to form the Ministry of Treasury, Economics and Intergovernmental Affairs. The Ministry of Treasury and Economics was established under the Ministry of Treasury and Economics Act, 1978.

Within the Ontario Government, the Ministry of Treasury and Economics recommends fiscal, economic and regional policies. It deals with taxation and fiscal policy (including development of the Provincial Budget), economic policy and analysis, regional economic development, provincial borrowing and accounting, and statistical information.

## DEPUTY MINISTER'S OFFICE

OFFICE OF LEGAL SERVICES TREASURY 1
Frost Bldg. S., 5th Flr.
Queen's Park, Toronto M7A 1Y7
416-965-5239

Legal services for the Ministry of Treasury and Economics are provided by this branch. It counsels the Ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. General legal services include settling claims, drafting agreements, and offering legal advice on government finance. The staff of this office are seconded from the Attorney General's Office.

OFFICE OF THE CORPORATE INFORMATION EXECUTIVE TREASURY 2
1075 Bay St., 4th Flr.
Toronto M5S 2B1
416-965-3975

This office is responsible for ensuring the strategic use of information technology in support of Ministry programs and services. It guides Ministry technology planning and ensures compliance with appropriate government rules and processes.

## ADMINISTRATION

FREEDOM OF INFORMATION OFFICE TREASURY 3
Frost Bldg. S., 5th Flr.
Queen's Park, Toronto M7A 1Y7
416-965-9852
Fax 416-963-3295

The Executive Director, Administration is the Freedom of Information Coordinator for the Ministry. The Ministry provides the facilities of a public **reading room** for individuals requesting information under the Act. The reading room houses request forms, Directories of General Records and Personal Information held by the Ministry as well as other **publications** and manuals to assist the public while requesting information. The reading room is located in the Frost Bldg. N., Main Flr.

COMMUNICATIONS AND LIBRARY SERVICES BRANCH — TREASURY 4
COMMUNICATIONS SECTION
Frost Bldg. S., 5th Flr., Rm. 519
Queen's Park, Toronto M7A 1Y7
416-965-7171
Telex 06-217575
Fax 416-965-3067

The Communications Section informs the general public, interest groups and the news media about Ministry policies, programs and activities. The branch also establishes the Ministry's communications policies and strategies, advises other branches on communications issues and methods, and provides communications and media relations support to the Treasurer and the Deputy. Activities include liaising with the media, answering public inquiries, and producing and distributing news releases, statements and publications.

COMMUNICATIONS AND LIBRARY SERVICES BRANCH — TREASURY 5
LIBRARY SERVICES SECTION
Frost Bldg. N., Main Flr.
Queen's Park, Toronto M7A 1Y8
416-965-2314
Fax 416-965-7950

This area operates a **library** with reference materials for use by this Ministry, the Ministry of Intergovernmental Affairs, the Human Resources Secretariat, the Management Board, their agencies and, to a lesser extent, other provincial and federal ministries.

FINANCE AND MANAGEMENT SERVICES BRANCH — TREASURY 6
1075 Bay St., 4th Flr.
Toronto M5S 2B1
416-965-4992
Fax 416-965-1159

The Finance and Management Services Branch provides general financial and accounting services to the Ministries of Treasury and Economics, Intergovernmental Affairs and Energy, as well as the Ontario Energy Board, Civil Service Commission, Management Board Secretariat, Human Resources Secretariat, Cabinet Office, Office of the Premier and Office of Francophone Affairs.

General financial and accounting services include the administration of the following functions: accounts payable; accountable advances, accounts receivable; revenue; financial reporting; appropriation control; information technology; and financial liaison with other government ministries and agencies.

The branch also provides an analysis and planning service to the Ministry of Treasury and Economics, the Cabinet Office, Office of the Premier and Office of Francophone Affairs. This service includes the administration of the process for the allocation and utilization of the Ministry's resources; act as the Ministry's liaison with Management Board Secretariat, including the coordination of all submissions to the Board, and promotes good management practices.

SUPPLY AND OFFICE SERVICES BRANCH TREASURY 7
1075 Bay St., 4th Flr.
Toronto M5S 2B1
416-965-1643
Fax 416-963-2123

The Supply and Office Services Branch provides and coordinates the administration and support services for the Ministry and selective services to a group of client ministries including Cabinet Office, Office of the Premier, Management Board of Cabinet, Human Resources Secretariat and the Ministries of Intergovernmental Affairs, and Energy (including the Ontario Energy Board). It oversees administrative services such as the purchasing of goods and services, parking, records and forms management, employee identification cards, assets management, maintenance of policy and procedures manual (e.g. Manual of Administration) and in liaison with the Ministry of Government Services coordinates services such as telephones, acquisition and design of office accommodation and purchase of commonly used supplies. It also provides general services (Frost Bldg. N., 965-4455; Fax 963-3264) such as printing, duplicating, mail, messenger and stockroom services.

INTERNAL AUDIT SERVICES BRANCH TREASURY 8
1075 Bay St., 4th Flr.
Toronto M5S 2B1
416-965-5123

This branch audits all operations of the Ministry, its agencies and clients to provide management with a systematic, independent appraisal of the efficiency, economy and effectiveness of internal controls and management practices. Clients include the Ministry of Intergovernmental Affairs, Ministry of Energy, Management Board of Cabinet Secretariat, Civil Service Commission, Human Resources Secretariat, Office of the Premier and Cabinet Office.

HUMAN RESOURCES BRANCH TREASURY 9
1075 Bay St., 4th Flr.
Toronto M5S 2B1
416-965-6171

This branch performs human resources management functions for the ministries of Treasury and Economics, Skills Development, Energy, Intergovernmental Affairs, the Office of the Premier, the Cabinet Office and the Office of Francophone Affairs. The branch works in an advisory and consultative capacity with line managers who are responsible for human resources within their units. Human Resources Branch responsibilities include recruitment; organizational design; human resources planning; performance management; **employment equity**; job evaluation and classification; compensation; employee counselling; grievances handling; employee benefits counselling; occupational health and safety; and all matters affecting working conditions. The branch maintains the personnel, payroll and employee benefit records for all ministries served. It is also the primary liaison between the ministries and the Human Resources Secretariat, and the Ontario Public Service Employees Union (OPSEU).

## OFFICE OF THE TREASURY

FINANCE OPERATIONS BRANCH — TREASURY 10
CASH AND INVESTMENT MANAGEMENT SECTION
Frost Bldg. N., 2nd Flr.
Queen's Park, Toronto M7A 1Y7
416-965-2914
Fax 416-324-3621

This section implements government finance policy by managing government debt, including the issuance and retirement of Province of Ontario debt **securities** (**debentures** and **treasury bills**), and by controlling and managing the government's cash flows to ensure that obligations are met without default and surplus funds are **invested**.

FINANCE OPERATIONS BRANCH — TREASURY 11
SECURITIES SECTION
Frost Bldg. N., Main Flr.
Queen's Park, Toronto M7A 1Y7
416-965-6691
Toll-Free 1-800-387-1452
Fax 416-963-3264

The Securities Section acts as registrar and transfer agent of the provincial public **debt** issues, both domestic and foreign. Responsibilities include ensuring prompt payment of interest on the public and non-public debt issues; supplying investors with information on transfer requirements; and arranging the complete servicing of **debentures** from issue to maturity. The section also acts as **custodian** of the province's **investments**, and holds in safekeeping **securities** deposited with the province by the public in accordance with provincial laws and regulations.

FINANCIAL INFORMATION AND ACCOUNTING POLICY BRANCH — TREASURY 12
Frost Bldg. N., 2nd Flr.
Queen's Park, Toronto M7A 1Y7
416-965-5273/6568/1731
Fax 416-963-1818

The Financial Information and Accounting Policy Branch manages Ontario's requirements in overall government **accounting**, control and consolidated **public** and internal **financial** reporting. The branch maintains records of all **Consolidated Revenue Fund** transactions, and prepares reports for use by the Treasurer before the Legislature, the public and the financial community, e.g. **Public Accounts** and **Financial Report**. Central financial information systems are operated by analyzing and consolidating data on revenues, expenditures, budgets and forecasts. The branch provides all ministries and agencies with direction on financial transactions to ensure quality and comprehension of accounting and financial management policies; coordinates interministry effort on "in-house" systems to ensure compatibility with central financial information systems; and provides expertise on all accounting and financial matters referred by Management Board and all ministries and agencies. Operational liaison with the **banking** community is also supplied by the branch. The Ontario Municipal Improvement Corporation Act is administered by the branch.

FINANCE POLICY BRANCH TREASURY 13
GOVERNMENT FINANCE AND ECONOMIC
ANALYSIS SECTION
Frost Bldg. N., 2nd Flr.
Queen's Park, Toronto M7A 1Y7
416-965-5786
Fax 416-324-3621

This section provides finance policy advice and recommendations on financing practices of the government including borrowing guarantees and advises Ontario Hydro and various crown corporations on financial issues. In addition, the section provides analysis and policy advice on **credit** rating trends and developments.

FINANCE POLICY BRANCH TREASURY 14
SYSTEMS SUPPORT AND OPERATIONS
RESEARCH SECTION
Frost Bldg. N., 2nd Flr.
Queen's Park, Toronto M7A 1Y7
416-965-5786
Fax 416-324-3621

The Systems Support and Operations Research Section provides analytical and advisory support for the management of the province's cash resources, **investments** and safekeeping operations. Developing and implementing computer-based financial and analytical systems in support of cash, asset and debt management functions comprise a significant part of the section's activities.

**OFFICE OF THE BUDGET AND INTERGOVERNMENTAL FINANCE**

INTERGOVERNMENTAL FINANCE POLICY TREASURY 15
BRANCH
Frost Bldg. S., 5th Flr.
Queen's Park, Toronto M7A 1Y7
416-965-3505

Branch activities focus on financial transfers from the federal government to Ontario. The branch monitors, analyzes and negotiates **federal-provincial** agreements; offers information and advice on trends in fiscal federalism; and provides an integrated approach to financial issues involving the two levels of government. Specific responsibilities include established programs financing, equalization and review of federal-provincial cost-sharing.

The branch also contributes to the formulation of Ontario's overall income security and pension policy. Research, analysis and policy development are coordinated within Treasury and Economics and, when appropriate, across other ministries. Specific responsibilities include policies concerning the Canada Pension Plan and GAINS-A and the financing of public sector employment **pension** plans (965-2194).

FISCAL PLANNING POLICY BRANCH TREASURY 16
Frost Bldg. S., 4th Flr.
Queen's Park, Toronto M7A 1Z2
416-965-8490
Fax 416-965-3129

The Fiscal Planning Policy Branch coordinates and prepares the province's revenue and expenditure plan, which is published annually in the **Budget** and updated quarterly in **Ontario**

**Finances**. The branch also monitors and supplies policy advice on specific grants issues and the level and distribution of **grants** to **municipalities** and **school boards**.

TAXATION POLICY BRANCH TREASURY 17
Frost Bldg. S., 4th Flr.
Queen's Park, Toronto M7A 1Y7
416-965-5058

The **Taxation** Policy Branch monitors the federal-provincial tax system in Ontario, analyzes alternative tax options, and makes recommendations on the appropriate level and mix of taxation in the province.

**OFFICE OF ECONOMIC POLICY**

ECONOMIC FORECASTING BRANCH TREASURY 18
Frost Bldg. N., 6th Flr.
Queen's Park, Toronto M7A 1Z1
416-965-6616

The Economic Forecasting Branch provides information, **research** and **policy** advice regarding issues and trends in provincial **economic** activity. In particular, the group is responsible for the following areas: short and medium-term economic forecasts; economic impact of monetary and fiscal policy developments; industrial policy; **international** trade; competition policy; research and development; and small business policies.

SECTORAL AND REGIONAL POLICY BRANCH TREASURY 19
Frost Bldg. N., 4th Flr.
Queen's Park, Toronto M7A 1Y9
416-965-6566

The Sectoral and Regional Policy Branch provides **research**, policy options and support for economic development of the regions and specific sectors of Ontario's economy. Analysis, administration and delivery of the Ministry's **Community Economic Transformation Agreements (CETA)**, a local government development assistance program (965-7078), and negotiations with federal and provincial ministries on cost-shared agreements for **economic** development of the province, are coordinated by this branch. It offers advice on **statistical** policy, represents the province in negotiations with Statistics Canada, and provides Treasury and Economics and other ministries with statistical information (965-0955) for policy development.

DEMOGRAPHICS AND SOCIAL ECONOMICS BRANCH TREASURY 20
Frost Bldg. N., 5th Flr.
Queen's Park, Toronto M7A 1Z1
416-965-2999

The Demographics and Social Economics Branch conducts **research** and develops **economic** policy options in the following areas: **labour** markets (including job creation, layoffs, youth and older worker unemployment, training and human resource development, and labour force policy and analysis); compensation and social economics (including wage settlements in the private and public sectors, the institutional setting of collective bargaining, social assistance, pay equity, employment equity, occupational health and safety, education, workers' compensation, and employment standards); and **demographics** (including the production of provincial and county population projections, trend analysis, income distribution,

housing requirements, and the economic and fiscal implications of changes in population, households and family structure). Occasionally, the branch publishes a Demographic Bulletin for public distribution.

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Treasury and Economics are listed below. Contact the legal services or communications branch for unlisted agencies.

ONTARIO MUNICIPAL IMPROVEMENT CORPORATION — TREASURY 21
Frost Bldg. N., 2nd Flr., Rm. 241
Queen's Park, Toronto M7A 1Y7
416-965-2451
Fax 416-963-1818

Established in 1950, the Ontario Municipal Improvement Corporation (**OMIC**) may purchase debentures from smaller municipalities (population under 20,000) or school boards, on a last resort basis, if they are unable to sell to advantage elsewhere. The Corporation also advises potential borrowers on public markets and the expectations of private investors. OMIC's lending rate varies periodically with market fluctuations, and contemporary rates are available on request.

STADIUM CORPORATION OF ONTARIO LIMITED — TREASURY 22
300 Bremner Blvd., Ste. 3000
Toronto M5V 3B2

The Stadium Corporation of Ontario (StadCo) is a crown corporation. It was formed to oversee the development, construction and now the operation of **SkyDome**.

This facility was realized through a unique, joint partnership of public and private sectors.

## ACTS

ACTS — TREASURY 23

The Ministry of Treasury and Economics is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Audit Act
Financial Administration Act
Ministry of Treasury and Economics Act
Ontario Economic Council Act
Ontario Loan Act
Ontario Municipal Improvement Corporation Act
Statistics Act
Supply Act

# MINISTER RESPONSIBLE FOR WOMEN'S ISSUES

ONTARIO ADVISORY COUNCIL ON WOMEN'S ISSUES — WOMEN 1
880 Bay St., 5th Flr.
Toronto M7A 1N3
416-326-1840

The Ontario Advisory Council on Women's Issues advises the Ontario Government on matters pertaining to the achievement of economic, social and legal equality for **women** through the Minister Responsible for Women's Issues. The Council, which consists of fifteen members appointed by Order-in-Council, evaluates and monitors existing legislation, policies and programs related to the needs of women. Activities include identifying specific areas requiring government attention; recommending legislation and program changes; consulting with groups throughout Ontario to stimulate public discussion; and responding to requests from the Minister for advice and consultation on matters relating to women. The Council reports annually to the Legislature through the Minister.

ONTARIO WOMEN'S DIRECTORATE — WOMEN 2
480 University Ave., Ste. 200
Toronto M5G 1V2
416-597-4500

The Ontario Women's Directorate is a central advocacy agency within the Ontario Government reporting to the Minister Responsible for Women's Issues. Through policy development and review, program coordination, consultation and public education, the Directorate works to enable the government to achieve its commitment to the economic, legal and social equality of **women** in Ontario.

ONTARIO WOMEN'S DIRECTORATE CONSULTATIVE SERVICES BRANCH — WOMEN 3
480 University Ave., 2nd Flr.
Toronto M5G 1V2
416-597-4500

The Consultative Services Branch specializes in the areas of Employment Equity, Education Equity, Role Modelling, Community Grants and French Language Services programs. It encourages the planning, development and expansion of **Employment Equity** programs in Ontario's public and private sectors by providing consultation and technical assistance, funding for programs, special initiatives and training. The branch also promotes **Role Modelling** programs and **Education Equity** initiatives designed to eliminate sex role stereotyping. The **Community Grants Program** finances innovative and creative community based projects designed to promote the social, economic and legal status of Ontario's women.

The **French Language Services** Unit ensures the Directorate meets the requirements of the French Language Services Act and acts as a link with the francophone Women's community.

ONTARIO WOMEN'S DIRECTORATE WOMEN 4
PUBLIC EDUCATION AND PROGRAM SERVICES
(PEPS) BRANCH
480 University Ave., Ste. 200
Toronto M5G 1V2
416-597-4500

This branch provides a wide range of internal and external communications and **information services**, including speeches, news releases, media relations, publications, displays and exhibits on women's issues. Major public education campaigns involving television and radio commercials and advertisements are developed and coordinated. The branch also has a **resource centre** which is open to the public.

ONTARIO WOMEN'S DIRECTORATE WOMEN 5
POLICY AND RESEARCH BRANCH
480 University Ave., Ste. 200
Toronto M5G 1V2
416-597-4500

The Policy and Research Branch acts as a policy advisor to the Assistant Deputy Minister, the Minister Responsible for Women's Issues, and the Ontario Government on social, economic and legal issues that relate to **women**. The branch also conducts **research**, and provides consultation on policy concerning women's issues to key ministries within the **Ontario Public Service**.

The **Family Violence** Initiatives Unit and the Sexual Assaults Unit coordinate government response to **wife assault** and **sexual assault**, develop initiatives and liaise with federal, out-of-province and inter-governmental ministries and community groups. Although counselling is not available, individuals are referred to appropriate sources. **Information** brochures and posters in both English and French, and educational materials in several other languages, may be obtained free of charge.

ONTARIO WOMEN'S DIRECTORATE WOMEN 6
CORPORATE SERVICES BRANCH
480 University Ave., Ste. 200
Toronto M5G 1V2
416-597-4500

The branch coordinates a variety of financial, personnel, information technology and administrative functions for the Ontario Women's Directorate, such as: providing payment services to suppliers and other ministries; maintaining the financial and administrative systems; developing financial and administrative standards; reporting on financial matters and liaising with Management Board of Cabinet and the Ministry of Government Services.

# Ministerial Responsibility for Acts

Abandoned Orchards Act (Agriculture & Food)
Absconding Debtors Act (Attorney General)
Absentees Act (Attorney General)
Accidental Fires Act (Attorney General)
Accumulations Act (Attorney General)
Administration of Justice Act (Attorney General)
Age of Majority and Accountability Act (Attorney General)
Aggregate Resources Act, 1989 (Natural Resources)
Agricultural and Horticultural Organizations Act, 1988 (Agriculture & Food)
Agricultural Committees Act (Agriculture & Food)
Agricultural Development Finance Act (Revenue)
Agricultural Rehabilitation and Development Act (Ontario) (Agriculture & Food)
Agricultural Representatives Act (Agriculture & Food)
Agricultural Research Institute of Ontario Act (Agriculture & Food)
Agricultural Tile Drainage Installation Act (Agriculture & Food)
Airports Act (Transportation)
Alcoholism and Drug Addiction Research Foundation Act (Health)
Algonquin Forestry Authority Act (Natural Resources)
Algonquin Provincial Park Extension Act, 1960-61 (Natural Resources)
Aliens' Real Property Act (Attorney General)
Ambulance Act (Health)
Amusement Devices Act, 1986 (Consumer & Commercial Relations)
An Act to Confirm the Title of the Government of Canada to Certain Lands and Indian Lands, 1915 (Natural Resources)
An Act Respecting Queen's College at Kingston, 1874, as amended (Colleges and Universities)
An Act for the Settlement of Certain Questions Between the Governments of Canada and Ontario Respecting Indian Reserve Lands, 1891 (Natural Resources)
Anatomy Act (Solicitor General)
Animals for Research Act (Agriculture & Food)
Apportionment Act (Consumer & Commercial Relations)
Apprenticeship and Tradesmen's Qualification Act (Skills Development)
Arbitrations Act (Attorney General)
Arboreal Emblem Act, 1984 (Natural Resources)
Architects Act, 1984 (Attorney General)
Archives Act (Culture & Communications)
Art Gallery of Ontario Act (Culture & Communications)
Artificial Insemination of Livestock Act (Agriculture & Food)
Arts Council Act (Culture & Communications)
Assessment Act (Revenue)
Assessment Review Board Act (Attorney General)
Assignments and Preferences Act (Consumer & Commercial Relations)
Athletics Control Act (Consumer & Commercial Relations)
Audit Act (Treasury & Economics)
Auto Insurance Rates Control Act, 1989 (Ministry of Financial Institutions)
Bail Act (Attorney General)
Bailiffs Act (Consumer & Commercial Relations)
Barrie-Innisfil Annexation Act, 1981 (Municipal Affairs)
Barrie-Vespra Annexation Act, 1984 (Municipal Affairs)
Barristers Act (Attorney General)
Beach Protection Act (Natural Resources)
Beds of Navigable Waters Act (Natural Resources)
Beef Cattle Marketing Act (Agriculture & Food)
Bees Act (Agriculture & Food)
Blind Persons' Rights Act (Attorney General)
Blind Workmen's Compensation Act (Labour)
Blue Waters Bridge Act (Transportation)
Boating Restriction Regulations (Natural Resources)

Boilers and Pressure Vessels Act (Consumer & Commercial Relations)
Boundaries Act (Consumer & Commercial Relations)
Brantford-Brant Annexation Act, 1980 (Municipal Affairs)
Bread Sales Act (Consumer & Commercial Relations)
Bridges Act (Transportation)
Brock University Act, 1964 (Colleges & Universities)
Building Code Act (Housing)
Bulk Sales Act (Attorney General)
Bull Owners' Liability Act (Agriculture & Food)
Business Corporations Act, 1982 (Consumer & Commercial Relations)
Business Practices Act (Consumer & Commercial Relations)
Business Records Protection Act (Attorney General)
Canada Company's Lands Act, 1922 (Natural Resources)
Canadian Insurance Exchange Act, 1986 (Financial Institutions)
Cancer Act (Health)
Cancer Remedies Act (Health)
Carleton University Act, 1952 (Colleges & Universities)
Cemeteries Act (Consumer & Commercial Relations)
Centennial Centre of Science and Technology Act (Culture & Communications)
Central Trust Company Act, 1983 (Financial Institutions)
Certification of Titles Act (Consumer & Commercial Relations)
Change of Name Act, 1986 (Consumer & Commercial Relations)
Charitable Gifts Act (Attorney General)
Charitable Institutions Act (Community & Social Services)
Charities Accounting Act (Attorney General)
Child and Family Services Act, 1984 (Community & Social Services)
Child Welfare Municipal Payments Continuance Act, 1976 (Community & Social Services)
Child Welfare Validation of Adoption Orders Act, 1980 (Community & Social Services)
Children's Law Reform Act (Attorney General)
Children's Law Reform Amendment Act, 1989 (Attorney General)
Chiropody Act (Health)
City of Cornwall Annexation Act, 1974 (Municipal Affairs)
City of Gloucester Act, 1980 (Municipal Affairs)
City of Hamilton Act, 1975 (Municipal Affairs)
City of Hazeldean-March Act, 1978 (Municipal Affairs)
City of Nepean Act, 1978 (Municipal Affairs)
City of Ottawa Road Closing & Conveyance Validation Act, 1981 (Municipal Affairs)
City of Port Colborne Act, 1974 (Municipal Affairs)
City of Sudbury Hydro-Electric Service Act, 1980 (Municipal Affairs)
City of Thorold Act, 1975 (Municipal Affairs)
City of Thunder Bay Act, 1968-69 (formerly City of Lakehead Act, 1968-69, c. 45) (Municipal Affairs)
City of Timmins-Porcupine Act, 1972 (Municipal Affairs)
City of Toronto 1981 Assessment Complaints Act, 1982 (Revenue)
Collection Agencies Act (Consumer & Commercial Relations)
Colleges Collective Bargaining Act, R.S.O. 1980 (Colleges & Universities)
Commercial Concentration Tax Act, 1989 (Revenue)
Commissioners for taking Affidavits Act (Attorney General)
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Community Psychiatric Hospitals Act (Health)
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Compensation for Victims of Crime Act (Attorney General)
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Consolidated Hearings Act, 1981 (Environment)
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Creditors' Relief Act (Attorney General)
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Crown Attorneys Act (Attorney General)
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Discriminatory Business Practices Act (Consumer & Commercial Relations)
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*The front cover of the 1990-91 KWIC Index features an artist's rendering of the new headquarters of the Ministry of Correctional Services in North Bay. The photograph on the back cover was taken during the official opening of the building on October 22, 1990 and shows some of the 363 ministry employees now working there.*

*The North Bay government building is a marriage of the old and new. The structure incorporates the 80-year-old red brick exterior of the former North Bay Normal School and a new five-story glass and steel office building, linked by a dramatic five-story atrium.*

*The Ministry of Correctional Services and the Ministry of Government Services collaborated on the design and construction of this new northern landmark.*

Ontario

**Ministry of Government Services**

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